

**ROBERTO TAMBINI  
CHIEF EXECUTIVE**

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Our ref: LP/OSCTTEE  
Date: 26 November 2012

**Notice of meeting:**

**Overview and Scrutiny Committee**

**Date: Tuesday 4 December 2012**

**Time: 7.30pm**

**Place: Council Chamber, Council Offices, Knowle Green, Staines**

**To: Members of the Overview and Scrutiny Committee**

Ms P.A. Broom (Chairman)	M.P.C. Francis	Mrs C.E. Nichols
Ms J.R. Sexton (Vice-Chairman)	A.E. Friday	Miss D. Patel
A. Ayub	A.C. Harman	A.C. Patterson
Mrs M. Bushnell	A.J. Mitchell	Mrs S. Webb
R.D. Dunn	Mrs I. Napper	(1 vacancy)

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**EMERGENCY PROCEDURE**

In the event of an emergency the building must be evacuated. All Members and Officers should assemble on the green adjacent to Broome Lodge. Members of the public present should accompany the Officers to this point and remain there until the Senior Officer present has accounted for all persons known to be on the premises.

**THE LIFT MUST NOT BE USED**

If you would like a copy of this agenda or the attached reports in a larger print please contact Liz Phillis (01784) 446276 or Email [l.phillis@spelthorne.gov.uk](mailto:l.phillis@spelthorne.gov.uk)



## AGENDA

Description	Lead Person	Timings	Page Number
<b>1. Apologies</b>			
To receive any apologies for non-attendance.	Chairman	7.30pm	
To date apologies have been received from Councillor M. Francis.			
<b>2. Disclosures of Interest</b>			
To receive any disclosures of interest from Members.	Chairman		
<b>3. Minutes</b>			
To confirm the minutes of the meeting held on 11 September 2012.	Chairman		1 - 3
If any Member of the committee has any issues arising from the minutes of the meeting that they wish to raise at the meeting please inform Terry Collier, Assistant Chief Executive t.collier@spelthorne.gov.uk 24 hours in advance of the meeting.			
<b>4. Matters arising from the minutes</b>			
To consider any matters arising from the minutes.	Chairman		
<b>5. Crime and Disorder Scrutiny Committee - Minutes</b>			
To confirm the minutes of the Crime and Disorder Scrutiny Committee meeting held on 18 September 2012.	Chairman		4 - 8
<b>6. Call in of a Leader, Cabinet or Cabinet Member Decision</b>			
No decisions have been called in for review.	Chairman		
<b>7. Net Revenue Monitoring and Projected Outturns</b>			
To consider the report of the Chief Finance Officer.	Adrian Flynn, Senior Accountant	7.45pm	9 - 12
Appendix A			13
Appendix B			14
Appendix C1 - C9			15 - 25

Description	Lead Person	Timings	Page Number
<b>8. 2012/13 Capital Monitoring Report</b>			
To consider the report of the Chief Finance Officer.	Adrian Flynn, Senior Accountant	8.00pm	26 - 28
Appendix A			29
Appendix B			30 - 31
<b>9. Developing the Borough - maximising our assets and opportunities</b>			
To consider the report of Head of Planning and Housing Strategy / Head of Asset Management and the Community Safety and Economic Development Manager.		8.20pm	32 - 41
<b>10. Leisure Centre Contracts - Maintenance and Customer Comments</b>			
To consider the briefing paper from the Head of Sustainability and Leisure	Sandy Muirhead, Head of Sustainability and Leisure	9.20pm	42 - 43
Appendix A			44 - 45
<b>11. Food Waste and Recycling Collections - Update</b>			
To consider the briefing paper from the Head of Sustainability and Leisure.	Sandy Muirhead, Head of Sustainability and Leisure	9.30pm	46 - 49
Appendix			50 - 67
<b>12. Progress and future plans for the maintenance of parks, cemeteries and grass cutting</b>			
To consider the briefing paper from the Head of Streetscene.	Jackie Taylor, Head of Streetscene	9.40pm	68 - 69
<b>13. DCLG bid for Difficult Properties</b>			
To consider the briefing paper from the Head of Streetscene.	Jackie Taylor, Head of Streetscene	9.55pm	70 - 71
<b>14. Task Groups</b>			
The Lead Member of the Task Group to report at the meeting.		10.00pm	

Description	Lead Person	Timings	Page Number
<b>15. Cabinet Forward Plan</b>			
<p>A copy of the latest forward plan is attached.</p> <p>If any members of the committee have any issues contained in the Cabinet Forward Plan they wish to look at please inform Terry Collier, the Assistant Chief Executive, 24 hours in advance of the meeting with reasons for the request.</p>	Terry Collier, Assistant Chief Executive	10.10pm	72 - 73
<b>16. Work Programme</b>			
The Chairman to report at the meeting.	Chairman	10.20pm	
<b>17. Any Other Business</b>			
<p>If any member wishes to raise an issue at the meeting could you please notify Terry Collier, Assistant Chief Executive on 01784 446296 or email <a href="mailto:t.collier@spelthorne.gov.uk">t.collier@spelthorne.gov.uk</a> 24 hours prior to the meeting otherwise the request may not be accepted</p>	Terry Collier, Assistant Chief Executive	10.25pm	



**Minutes of the Overview and Scrutiny Committee  
11 September 2012**

**Present:**

Councillor Joanne Sexton (Vice-Chairman)

Councillors:

A. Ayub	R.D. Dunn	A.C. Harman
Mrs M. Bushnell	M.P.C. Francis	A.J. Mitchell
R. Colison-Crawford	A.E. Friday	

**Apologies:** Councillor Philippa Broom (Chairman), Councillors Mrs I. Napper, Mrs C.E. Nichols, Miss D. Patel, A.C. Patterson and Mrs S. Webb

**In Attendance**

Councillor T. Evans, Cabinet Member responsible for Finance and Resources and Councillor N. Gething, Cabinet Member responsible for Economic Development attended the meeting and took part in the discussion on those items relevant to their portfolio.

**239/12 Disclosures of Interest**

No disclosures were made.

**240/12 Minutes**

The minutes of the meeting held on 24 July 2012 were approved as a correct record.

**241/12 Matters arising**

The Vice Chairman, Councillor Joanne Sexton, reported that there were no matters arising from the previous meeting. However the committee had previously agreed that representatives from the Ashford and St Peter's Hospital NHS Trust be invited to attend a meeting of this committee. The Vice Chairman reported that arrangements were being made for the Chief Executive and Chairman of the NHS Trust to give a presentation to all Councillors on 2 October 2012. Members would be notified of the arrangements in due course.

**RESOLVED** to note the arrangements being put in place for Ashford and St Peter's Hospital NHS Trust to give a presentation to Councillors.

## OVERVIEW AND SCRUTINY COMMITTEE, 11 September 2012 - Continued

**242/12 Call in of Cabinet Decisions**

No decisions had been called in.

**243/12 Capital Monitoring 2012/13**

The Committee discussed with Adrian Flynn, Senior Accountant, the report covering the current spend figures for the period April to July 2012 on the capital programme. The Committee noted that £217k had been spent to date. The projected outturn showed that there was an anticipated spend of £1,616m which represented 93% of the revised budget.

It was also noted that the Cabinet would be asked to approve a reduction in the capital programme by £33k.

**RESOLVED:**

1. That the report of the Chief Finance Officer outlining the Capital monitoring position for the period April to July 2012 be noted; and
2. To support the reduction in the 2012/13 capital programme by £33k.

**244/12 2012/13 Net Revenue Monitoring and Projected Outturns**

With the agreement of the Vice-Chairman a revised report was circulated at the meeting.

The Committee discussed with Adrian Flynn, Senior Accountant, the report covering the current spend and income figures for the period April to July 2012. It was noted that the original budget of £12.443m had been revised to incorporate the budget carry forwards of £218k. A £262k adverse variance was currently projected but officers by identifying early were seeking to put in place actions to offset this by the year end.

**RESOLVED** that the report of the Chief Finance Officer outlining the current Revenue spend position for the period April to July 2012 be noted.

**245/12 Workforce Monitoring 2012**

The Committee discussed with the Head of Human Resources the report on the diversity of the workforce and recruitment monitoring for the year 2011/12. The report provided information on the diversity across age, gender, disability and ethnicity of the Council's workforce, recruitment monitoring for the year and on trends and actions taken. The Committee also noted the extended range of protected characteristics that public authorities are required to report on and noted that in future staff would be able to self-declare their sexuality, gender reassignment and religion/belief so that Spelthorne could give an indication on these issues in the future publication of data.

**RESOLVED** that the report of the Head of Human Resources on the monitoring data and workforce statistics for the year 2011/12 be received and the action taken noted.



## OVERVIEW AND SCRUTINY COMMITTEE, 11 September 2012 - Continued

**246/12 Budget Process**

The Committee received a presentation from Terry Collier, the Chief Finance Officer on the issues, challenges and core approach and principles underpinning 2013/14 to 2016/17 budget. The presentation provided a description and an analysis of the impact the budget and service reductions had across the Council. The presentation explained various factors that had been taken into account when decisions on budget reductions had been taken and highlighted how the impact of reductions had been mitigated. The presentation also outlined the strategy for strengthening the Council's financial position.

A copy of the presentation is attached.

**RESOLVED** that the presentation from the Chief Finance Officer be received.

**247/12 Cabinet Forward Plan**

The Committee received the Cabinet Forward Plan.

**248/12 Work Programme**

The Committee considered the topics that had previously been identified as possible areas the Committee would look at this year. Each Member of the Committee was asked to select three topics and place in priority order.

The following areas were identified as the Committees' priorities to look at over the remainder of the Municipal Year.

Asset Management  
 Community Engagement  
 Partnerships – A2 Dominion  
 Partnerships – Voluntary / Community Sector  
 Sources of external funding

**RESOLVED** that Chairman together with the Vice Chairman and Lead Officers to produce a work programme from the priority areas identified at the meeting.

**249/12 Any Other Business**

No other business discussed.



## **Minutes of the Crime and Disorder Scrutiny Committee**

**18 September 2012**

### **Present:**

Councillor Philippa Broom (Chairman)  
Councillor Joanne Sexton (Vice-Chairman)

Councillors:

A.E. Friday

Mrs I. Napper

Miss D. Patel

**Apologies:** Councillors A. Ayub, R.D. Dunn, A.C. Harman, A.C. Patterson and Mrs S. Webb.

### **In Attendance**

Borough Inspector, Derrick Laing from the Surrey Police

Sarah Haywood an officer from the Surrey Police Authority

Councillor Penny Forbes-Forsyth, Cabinet Member for Community Safety and Young People

### **250/12 Disclosures of Interest**

No disclosures were made.

### **251/12 Review of Community Safety Matters – September 2012**

The Chairman introduced and welcomed to the meeting the Borough Inspector, Derrick Laing from Surrey Police and Sarah Haywood an officer from the Surrey Police Authority. The Chairman advised the meeting that both the Borough Inspector and Sarah Haywood would be giving a verbal update on their areas of work. This would be followed by the Community Safety Manager from the Spelthorne Safer, Stronger Partnership giving an overview of the work of the Partnership and then the matter would be opened up for general discussion.

The Borough Inspector, Derrick Laing from the Surrey Police gave an overview from a borough wide perspective. He reported on the successful working relationship with the Spelthorne Safer, Stronger Partnership. The Inspector confirmed that his team was in good shape and to ensure that this continued all areas of the service was reviewed on a regular basis. He confirmed that in most areas crime figures were down compared to previous years.

He referred to the support the Police had given to the Olympics and the other major events held in this Jubilee year and how these events may affect the crime figures for the year.

Sarah Haywood from the Surrey Police Authority provided updates about the processes of transition from the Surrey Police Authority to the Police and

## Crime and Disorder Scrutiny Committee, 18 September 2012 - Continued

Crime Commissioner in Surrey this included the establishment of Police Crime Commissioners and Police and Crime Panels. It was noted that the Panels would scrutinise the actions and decisions of the Police and Crime Commissioner who would in turn scrutinise the performance of the local police force.

Sarah reported that the elections to elect Police and Crime Commissioners would take place on 15 November 2012 and that six candidates had so far declared their intention to stand and are:

Paul Clarke

Robert Evans

Kevin Hurley

Julie Iles

Nick O'Shea

Peter Williams

It was noted that the Police and Crime Panel had already been created with political representatives from each of the Surrey borough councils. Councillor Penny Forbes Forsyth, the Cabinet Member responsible for Community Safety and Young People had been appointed the Spelthorne representative.

The Community Safety Manager gave an overview of the work undertaken by the Stronger, Safer Partnership as follows:

### **Governance across Surrey**

The Committee noted that the Community Public Safety Board had been set up but the future of the Group would be determined by the Police and Crime Commissioner being elected on 15 November 2012.

### **Finance**

The Committee noted that in the past Community Safety Partnerships had been funded through an Area Based Government grant via the County Council but over the last few years funding had been greatly reduced. The funding Spelthorne received for the financial year 2011/12 was £38k and this year no funding was provided to the individual partnerships across Surrey. The reason was that the new Community Public Safety Board who was now responsible for the allocation had decided to retain the funding for strategic priorities. Two areas that had been funded were Domestic abuse and mental health.

The Committee discussed the benefits of the new arrangements for a county wide service rather than by boroughs. It was felt that this new service avoided duplications, allowed resources to be shared and would lead to more effective working and services to victims and survivors.

### **Domestic Abuse**

The Committee discussed the establishment this year of one domestic abuse outreach service which under a service level agreement was a strategic priority and covered the whole of Surrey. It was noted that this new

## Crime and Disorder Scrutiny Committee, 18 September 2012 - Continued

arrangement provided a more consistent level of service to all Surrey boroughs.

### **Spelthorne Safer, Stronger Partnership**

The Committee noted that there were 3 full time posts and a part time post. The Council was currently looking at options to ensure that there were sufficient funds to allow the Partnership to continue in the future. It was noted that for 2013-14 there was a deficit of £21k. However one of the options being looked at was for the Council to absorb 50% of the Community Safety Officer post which covered the economic development aspect and would allow for the Partnership to continue for a further year.

### **Neighbourhood Watch**

The Committee noted that since last year 26 new Watches had been created to give a total of 262 watches with a total membership of 12,829 people. One of the new watches was the Laleham Park Watch.

The Committee was pleased to learn of the sponsorship funding being obtained to the value of £2,000 from the Heathrow Community and Environment Awards scheme. The funds had been spent on 62 lamp post signs and on providing property marker kits and hand bag bells to Watch coordinators. It was noted that the BP sponsorship of £3,300pa for a three year period would come to an end after 2013-14 financial year.

It was requested that information about the Neighbourhood watches be sent to all councillors as well as information about the Neighbourhood watch AGM.

General discussion took place on the skate parks in Shepperton, Sunbury and Laleham Park and the need to provide lighting, fencing and CCTV at all of the sites. It was noted that arrangements were progressing for a Capital bid to be submitted to cover the cost of providing CCTV.

### **Performance**

The Committee discussed the performance information presented by the Community Safety Manager. It was noted that the statistics from 1 August 2011 to 31 July 2012 when compared to the same period last year provided a reduction in reported crime of 17%. The Committee discussed the appendix to the report which provided a breakdown of overall performance around key crime areas. The information identified by crime type, the increase and decrease in crime levels within Spelthorne. This information also compare crime figures with the 'most similar family' group containing 14 other local authority areas from around the country that had similar demographics to Spelthorne. The Committee noted that with respect to anti social behaviour there had been a reduction of 293 incidents compared to last year of 340 incidents.

### **RESOLVED:**

- (a) That the reports from the Borough Inspector from Surrey Police, the Officer from the Surrey Police Authority and the Community Safety Manager be received;
- (b) To note that the future funding beyond 2013/14 was unknown as was the impact of the new Police and Crime Commissioners, but that the

Crime and Disorder Scrutiny Committee, 18 September 2012 - Continued

Partnership and Council as a key member would remain committed to tackling crime and disorder as a priority;

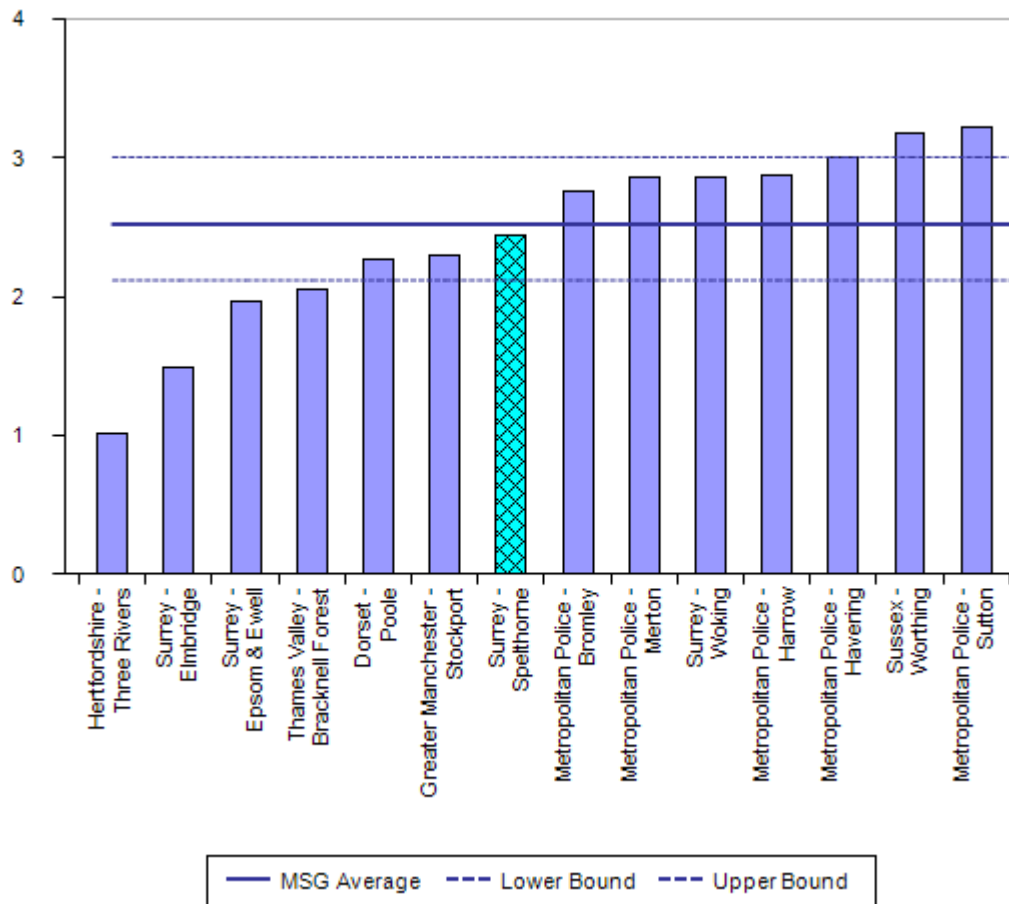
- (c) Ward Councillors be kept informed of Neighbourhood watch issues in their Ward and be invited to attend the Neighbourhood Watch AGM;
- (d) Information on most similar family members, as requested at the meeting be circulated to all Committee members; and
- (e) Information on crime stoppers be circulated to councillors.

For reference purposes the information obtained from the most similar family list on figures for all violence including verbal is set out below:

**VIOLENCE AGAINST THE PERSON**

Previous Year Ending Selected Month		Year Ending Selected Month
1 Aug 10 - 31 Jul 11		1 Aug 11 - 31 Jul 12
1,056	<b>Down 135 (13%)</b>	921

**iQuanta Barchart MSG - Crimes per 1000 Residents**  
**Surrey - Spelthorne CSP**  
**Violence against the person (HMIC)**  
**01 May 2012 - 31 Jul 2012**



Crime and Disorder Scrutiny Committee, 18 September 2012 - Continued

**252/12 Cabinet Member for Community Safety and Young People**

Councillor Penny Forbes-Forsyth, the Cabinet Member responsible for Community Safety and Young People, provided an update on the work of her portfolio. She congratulated the Police and the Spelthorne Community Safety Partnership for working well together in continuing to reduce crime. The work being undertaken to engage the youth of the borough included increasing use of youth centres, working with local schools on training for the work place and the inter-generational work.

**RESOLVED** that the report from Councillor Penny Forbes-Forsyth the Cabinet member for Community Safety and Young People be received.

**253/12 Work Programme**

No additional issues had been identified





# Overview and Scrutiny Committee

04 December 2012



Title	Net Revenue Monitoring and Projected Outturns		
Purpose	For Information		
Report of	Chief Finance Officer	Confidential	No
Cabinet Member	Councillor Tim Evans	Key Decision	No
Report Author	Adrian Flynn		
Summary	<p>To provide members with the net revenue spend figures to end of September 2012</p> <ul style="list-style-type: none"> <li>• The forecast outturn is £12.533m against the revised budget of £12.371m; a projected £162k adverse (1.3%) variance at net expenditure level.</li> <li>• After taking into account the use of carry forwards, the net position is approx £56k favourable variance.</li> <li>• There is a purely accounting entry which has the effect of increasing Parks and Assets portfolio by £129k and reducing Health and Wellbeing by £129k with an overall nil net effect</li> <li>• Interest earnings are forecast to be lower than the original budget by £40k.</li> </ul>		
Financial Implications	As set out within the report and appendices.		
Corporate Priority	All three priorities		
Recommendations	The Committee is asked to note the report.		

## MAIN REPORT

### 1. Background

- 1.1 The purpose of this report is to update Members on the net revenue spend and forecast outturn position as at the 30 September 2012.
- 1.2 To inform Members of the reasons for the variances identified against the budget agreed in February 2012 and revised for carry forwards.
- 1.3 In the budgets agreed for Heads of service, it is always anticipated that there will be budget variances from the original budget. This ensures that the authority meets any change in the needs of the service to adapt to any unexpected changes which happen in the period. (see Paragraph 2.2)

### 2. Key Features

- 2.1 The forecast over spend at net expenditure level is £162k (1.3%) against the revised budget. Once we take into account the use of carry forwards, the under spend falls to approx £56k.
- 2.2 Note there is one purely accounting adjustment relating to the accounting entries for the accommodation which used to be occupied by VAIS at Knowle Green under which the value of that space was recognised as £129k income to assets and as a payment of grant under health and well being with the two transactions offsetting each other. Now VAIS are no longer occupying that space the accounting entries will not happen which results in Parks and Assets apparent net expenditure increasing by £129k and Health and Wellbeing apparent net expenditure reducing by £129k.
- 2.3 In Appendices B and C1 to C9 the major areas causing the year to date budget to be higher or lower than the actual spend to date are detailed.
- 2.4 Budgets are profiled where there is a normal expected payment date e.g. National Non-Domestic rates (NNDR) payments are profiled to be paid in May, salaries in 12ths, grants on the month they are received previously, contracts on the payment frequency agreed, rentals on a quarterly basis etc. This still means however that the majority of the expenditure, profiled in 12ths to be spent, is reliant upon Service Heads ordering goods and services on a regular basis. In reality the major proportion of spend is generally made in the second half of the year. There will always be some timing differences which do not reflect underlying budget variances.
- 2.5 The major area of spend relates to Housing Benefit payments which are made 4 weekly at varying levels from £1.7m max to £20k minimum. However the grant income received comes in monthly based on estimates agreed at the start of the year. An Interim adjustment payment is paid or repaid after the midyear claim is submitted. Timing differences in excess of £1.5m in one month could occur if 2 large benefit payment runs occur within the same month.
- 2.6 Appendices B and C1 to C9 give a summarised breakdown of the revenue spend by portfolio area, firstly in overall terms and then breaking each portfolio down by cost centres.
- 2.7

### 3. Options analysis and proposal

Accountancy and Management team will be monitoring the managers carefully in order to seek to mitigate the adverse variance currently projected.

#### 3.1 The following highlights the more significant variances:

##### **Corporate Governance**

###### **Legal**

£79k favourable variance - additional income over 3 years on shared law publications systems with other Surrey authorities plus one off income for Staines Prep School licence.

###### **Planning and Housing**

Homelessness – Projected favourable net variance of £83k on voids (helps offset following two adverse variances)

Housing needs – adverse £30k variance due to use of agency staff.

Housing Benefits- Adverse £60k variance reduced overpayments recovery and discretionary housing payments.

Land Charges – Favourable variance of £20k on land charges income.

Building Control – Favourable variance of £19k due to increased fee income.

###### **Health and Well Being**

General Grants –favourable variance £146k – partial accounting entry see paragraph 2.3

Spelthorne Personal Alarm Network – Adverse £26k variance on income.

###### **Environment**

Waste Recycling – Adverse projected variance of £15k due to large increase in disposal costs from the 1<sup>st</sup> October 2012 and reduced income from lower tonnage.

Refuse collection - Favourable variance of £39k on income due to increased waste bin rental fees and bulky waste income, reduced employee costs £74k and reduced vehicle contract costs £12k.

Street cleaning - Adverse variance of £71k due to increased use of overtime and temp staff - Offset by savings on refuse collection employee costs

###### **Parks and Assets**

Public Halls - adverse £20k variance for one-off work to boiler and gas supply at St Martin's Hall to bring it up to standard before transferring the asset.

Knowle Green – adverse £150k variance - see paragraph 2.3 above plus reduced income due to no airtrack inquiry rental income.

Sea Cadets- adverse variance of £29k for hire costs of porta-cabins for Sea Cadets. Head of Asset Management in negotiation to purchase for a one-off capital amount which would bring on-going costs to an end.

Cemeteries – Adverse projected variance of £34k due to tree works and energy costs and also reduced fee income.

Parks – Adverse projected variance of £34k due to loss of rental income and lower football, filming and fun fair income.

Grounds Maintenance - Favourable variance of £58k due to lower spend on highways weed spraying and parks maintenance.

#### **Finance and Resources**

Car Parks – Net projected adverse variance of £55k on temporary staff costs

- 3.2 The Committee is asked to note the current net revenue spend position and forecast position.

#### **4. Financial implications**

- 4.1 As set out within the report and appendices.

#### **5. Other considerations**

- 5.1 There are none.

#### **6. Risks and how they will be mitigated**

- 6.1 A projected balanced outturn depends on Management team (MAT), heads of service and all Budget Managers, managing their budgets within the parameters which were originally agreed and achieving where necessary, corresponding growth and savings within those budgets. Careful monitoring of the budgets on a monthly basis ensures that any problems or anomalies are identified and investigated at an early stage
- 6.2 Any necessary corrective action on major budget variations, which cannot be remedied within the service, are reported to MAT immediately in order to ensure that as much time and opportunity is had to enable the position to be rectified quickly within the current financial year.

#### **7. Timetable for implementation**

- 7.1 Bi – monthly reports are produced for Management team..

**Background papers: There are none**

**Appendices:A,B,C1 to C9**

## APPENDIX A

## 2012/13 Net Revenue Budget Monitoring

As at end of September 2012

	12/13	12/13	12/13
	Budget Revised £	Forecast Outturn £	Variance to Revised £
Gross Expenditure	55,147,599	56,275,981	1,128,382
Less Benefits (offset by grant)			
Total Gross Expenditure excluding Benefits	55,147,599	56,275,981	1,128,382
Less Specific fees and charges income	(42,462,499)	(43,743,001)	(1,280,502)
Net Expenditure - broken down as below	12,685,100	12,532,980	(152,120)
Economic Development	(577,800)	(578,265)	(465)
Corporate Governance	1,579,506	1,434,030	(145,476)
Planning and Housing	874,200	837,850	(36,350)
Health Wellbeing and Independent Living	1,609,294	1,425,010	(184,284)
Environment	2,945,500	2,864,996	(80,504)
Parks and Assets	2,832,900	3,036,805	203,905
Communications	1,479,400	1,459,900	(19,500)
Community Safety and Young People	219,504	233,800	14,296
Finance and Resources	1,722,596	1,818,855	96,259
<b>NET EXPENDITURE AT SERVICE LEVEL</b>	<b>12,685,100</b>	<b>12,532,980</b>	<b>(152,120)</b>
Salary expenditure - vacancy monitoring	(300,000)	-	300,000
Salary Savings efficiencies		-	-
Restructuring Savings	(40,000)	-	40,000
Partnership Savings	(40,000)	-	40,000
Resources to address project management issues	66,200	-	(66,200)
<b>NET EXPENDITURE</b>	<b>12,371,300</b>	<b>12,532,980</b>	<b>161,680</b>
<b>NET EXPENDITURE</b>	<b>12,371,300</b>	<b>12,532,980</b>	<b>161,680</b>
Interest earnings	(382,000)	(382,000)	-
<b>Extraordinary Item</b>			-
<b>Appropriation from Reserves:</b>			
Reserves - General			-
Reserves - New Schemes Fund / HIF			-
Interest Equalisation reserve	(200,072)	(200,072)	-
Carryforward reserve transfer			-
Business Improvement Reserve	-		-
<b>BUDGET REQUIREMENT</b>	<b>11,789,228</b>	<b>11,950,908</b>	<b>161,680</b>
National non domestic rates	(3,732,806)	(3,732,806)	-
Revenue Support grant	(75,636)	(75,636)	-
New Homes Bonus	(541,000)	(541,000)	-
Council Tax freeze grant	(170,000)	(170,000)	-
<b>NET BUDGET REQUIREMENT</b>	<b>7,269,786</b>	<b>7,431,466</b>	<b>161,680</b>
Collection Fund Surplus/(deficit)	(7,920)	(7,920)	-
<b>CHARGE TO COLLECTION FUND</b>	<b>7,261,866</b>	<b>7,423,546</b>	<b>161,680</b>
2011/12 Revenue carryforward			(218,000)
Net Position			(56,320)



Appendix B						
REVENUE MONITORING 2012/13						
EXPENDITURE AND INCOME SUMMARY 30 SEPTEMBER 2012						
Results to 30-Sep-12	Budget		Actual	Commitments	Forecast	Variance
	Revised	YTD	YTD		Outturn	to Revised
	£	£	£	£	£	£
<b>Economic Development</b>						
Employees	18,600	9,200	13,672	0	23,035	4,435
Other Expenditure	284,100	155,800	167,102	20,097	295,200	11,100
Income	(880,500)	(430,000)	(453,744)	0	(896,500)	(16,000)
	<b>(577,800)</b>	<b>(265,000)</b>	<b>(272,971)</b>	<b>20,097</b>	<b>(578,265)</b>	<b>(465)</b>
<b>Corporate Governance</b>						
Employees	1,214,000	595,450	577,281	17,766	1,148,672	(65,328)
Other Expenditure	367,706	187,462	182,087	21,897	360,505	(7,201)
Income	(2,200)	(600)	(71,828)	0	(75,147)	(72,947)
	<b>1,579,506</b>	<b>782,312</b>	<b>687,539</b>	<b>39,663</b>	<b>1,434,030</b>	<b>(145,476)</b>
<b>Planning and Housing</b>						
Employees	2,097,100	1,050,000	1,092,324	344	2,132,800	35,700
Other Expenditure	34,376,400	17,193,500	17,692,253	41,966	35,545,200	1,168,800
Income	(35,599,300)	(17,829,300)	(18,420,970)	0	(36,840,150)	(1,240,850)
	<b>874,200</b>	<b>414,200</b>	<b>363,606</b>	<b>42,311</b>	<b>837,850</b>	<b>(36,350)</b>
<b>Health Wellbeing and Independent Living</b>						
Employees	1,356,400	678,800	675,894	1,538	1,370,130	13,730
Other Expenditure	1,057,196	592,478	459,466	83,457	868,780	(188,416)
Income	(804,302)	(420,457)	(381,368)	186	(813,900)	(9,598)
	<b>1,609,294</b>	<b>850,821</b>	<b>753,992</b>	<b>85,182</b>	<b>1,425,010</b>	<b>(184,284)</b>
<b>Environment</b>						
Employees	2,415,000	1,217,600	1,174,758	668	2,381,900	(33,100)
Other Expenditure	1,727,104	795,905	720,975	152,965	1,720,700	(6,404)
Income	(1,196,604)	(611,500)	(771,996)	0	(1,237,604)	(41,000)
	<b>2,945,500</b>	<b>1,402,005</b>	<b>1,123,738</b>	<b>153,633</b>	<b>2,864,996</b>	<b>(80,504)</b>
<b>Parks and Assets</b>						
Employees	626,200	310,775	315,083	1,148	638,405	12,205
Other Expenditure	3,544,597	1,734,383	1,498,640	830,923	3,540,400	(4,197)
Income	(1,337,897)	(885,118)	(681,111)	0	(1,142,000)	195,897
	<b>2,832,900</b>	<b>1,160,040</b>	<b>1,132,612</b>	<b>832,070</b>	<b>3,036,805</b>	<b>203,905</b>
<b>Communications</b>						
Employees	495,700	222,400	209,965	0	482,700	(13,000)
Other Expenditure	1,050,700	686,750	676,616	70,776	1,026,700	(24,000)
Income	(67,000)	(33,600)	(34,166)	0	(49,500)	17,500
	<b>1,479,400</b>	<b>875,550</b>	<b>852,415</b>	<b>70,776</b>	<b>1,459,900</b>	<b>(19,500)</b>
<b>Community Safety and Young People</b>						
Employees	231,900	115,700	134,067	5,130	278,100	46,200
Other Expenditure	225,000	120,543	138,651	4,174	242,300	17,300
Income	(237,396)	(117,598)	(129,167)	69	(286,600)	(49,204)
	<b>219,504</b>	<b>118,645</b>	<b>143,551</b>	<b>9,372</b>	<b>233,800</b>	<b>14,296</b>
<b>Finance and Resources</b>						
Employees	2,550,400	1,281,633	1,137,348	20,081	2,660,755	110,355
Other Expenditure	1,509,496	791,714	812,878	248,987	1,559,700	50,204
Income	(2,337,300)	(1,053,900)	(1,222,778)	0	(2,401,600)	(64,300)
	<b>1,722,596</b>	<b>1,019,447</b>	<b>727,447</b>	<b>269,068</b>	<b>1,818,855</b>	<b>96,259</b>
<b>NET EXPENDITURE AT SERVICE LEVEL</b>	<b>12,685,100</b>	<b>6,358,021</b>	<b>5,511,930</b>	<b>1,522,171</b>	<b>12,532,980</b>	<b>(152,120)</b>
Total Employees	11,005,300	5,481,558	5,330,392	46,676	11,116,496	111,196
Total Other Expenditure	44,142,299	22,258,536	22,348,667	1,475,241	45,159,485	1,017,186
Total Income	(42,462,499)	(21,382,073)	(22,167,129)	255	(43,743,001)	(1,280,502)
	<b>12,685,100</b>	<b>6,358,021</b>	<b>5,511,930</b>	<b>1,522,171</b>	<b>12,532,980</b>	<b>(152,120)</b>
<b>Total Expenditure</b>	<b>55,147,599</b>	<b>27,740,094</b>	<b>27,679,059</b>	<b>1,521,917</b>	<b>56,275,981</b>	<b>1,128,382</b>
<b>Total Income</b>	<b>(42,462,499)</b>	<b>(21,382,073)</b>	<b>(22,167,129)</b>	<b>255</b>	<b>(43,743,001)</b>	<b>(1,280,502)</b>
<b>Net</b>	<b>12,685,100</b>	<b>6,358,021</b>	<b>5,511,930</b>	<b>1,522,171</b>	<b>12,532,980</b>	<b>(152,120)</b>





**Economic Development : Cabinet Member - Cllr Nick Gething**

<b>Results to</b> <b>30-Sep-12</b>	<b>Budget</b>		<b>Actual</b>	<b>Commitments</b>	<b>Forecast</b>	<b>Variance</b>	<b>Comments</b>
	<b>Revised</b>	<b>YTD</b>	<b>YTD</b>		<b>Outturn</b>	<b>to Revised</b>	
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	27,400	22,700	21,817	3,195	27,300	(100)	
Income	0	0	0	0	0	0	
<b>Bus Station</b>	<b>27,400</b>	<b>22,700</b>	<b>21,817</b>	<b>3,195</b>	<b>27,300</b>	<b>(100)</b>	
Employees	18,600	9,200	9,137	0	18,500	(100)	
Other Expenditure	160,000	80,000	88,857	0	161,700	1,700	
Income	(580,500)	(280,000)	(280,132)	0	(580,500)	0	
<b>Staines Town Centre Management</b>	<b>(401,900)</b>	<b>(190,800)</b>	<b>(182,138)</b>	<b>0</b>	<b>(400,300)</b>	<b>1,600</b>	
Employees	0	0	4,535	0	4,535	4,535	Overtime and Temp staff costs while market was run in house by streetscene
Other Expenditure	84,700	47,100	45,397	14,957	87,000	2,300	Increased staines market management fees & Operational equipment costs
Income	(300,000)	(150,000)	(167,630)	0	(310,000)	(10,000)	Increased number of stall holders
<b>Staines Market</b>	<b>(215,300)</b>	<b>(102,900)</b>	<b>(117,697)</b>	<b>14,957</b>	<b>(218,465)</b>	<b>(3,165)</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	12,000	6,000	11,030	1,945	19,200	7,200	Staines upon Thames day costs partially offset by sponsorship income as below.
Income	0	0	(5,983)	0	(6,000)	(6,000)	Sponsorship receipts for Staines upon Thames day
<b>Economic Development</b>	<b>12,000</b>	<b>6,000</b>	<b>5,048</b>	<b>1,945</b>	<b>13,200</b>	<b>1,200</b>	
Total Employees	<b>18,600</b>	<b>9,200</b>	<b>13,672</b>	<b>0</b>	<b>23,035</b>	<b>4,435</b>	
Total Other Expenditure	<b>284,100</b>	<b>155,800</b>	<b>167,102</b>	<b>20,097</b>	<b>295,200</b>	<b>11,100</b>	
Total Income	<b>(880,500)</b>	<b>(430,000)</b>	<b>(453,744)</b>	<b>0</b>	<b>(896,500)</b>	<b>(16,000)</b>	
	<b>(577,800)</b>	<b>(265,000)</b>	<b>(272,971)</b>	<b>20,097</b>	<b>(578,265)</b>	<b>(465)</b>	

Appendix C2							
<b>Corporate Governance : Cabinet Member - Cllr Frank Ayers</b>							
<b>Results to 30-Sep-12</b>	<b>Budget</b>		<b>Actual</b>	<b>Commitments</b>	<b>Forecast</b>	<b>Variance</b>	<b>Comments</b>
	<b>Revised</b>	<b>YTD</b>	<b>YTD</b>		<b>Outturn</b>	<b>to Revised</b>	
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Employees	95,000	47,500	48,667	6,235	97,000	2,000	
Other Expenditure	5,800	2,900	779	1,732	3,000	(2,800)	
Income	0	0	0	0	0	-	
<b>MaT Secretariat &amp; Support</b>	<b>100,800</b>	<b>50,400</b>	<b>49,446</b>	<b>7,967</b>	<b>100,000</b>	<b>(800)</b>	
Employees	290,400	144,500	146,779	0	293,000	2,600	
Other Expenditure	17,300	8,600	(630)	6,435	8,000	(9,300)	Lower spend on conference expenses, general subscriptions and internal printing
Income	0	0	(86)	0	(86)	(86)	
<b>Assistant Chief Executives</b>	<b>307,700</b>	<b>153,100</b>	<b>146,062</b>	<b>6,435</b>	<b>300,914</b>	<b>(6,786)</b>	
Employees	206,200	96,300	86,835	11,531	173,000	(33,200)	Lower spend on the training budget
Other Expenditure	10,500	6,875	5,866	34	9,000	(1,500)	
Income	0	0	(71)	0	(71)	(71)	
<b>Chief Executive</b>	<b>216,700</b>	<b>103,175</b>	<b>92,630</b>	<b>11,565</b>	<b>181,929</b>	<b>(34,771)</b>	
Employees	258,300	125,650	117,407	0	225,272	(33,028)	
Other Expenditure	23,200	19,483	36,247	11,634	48,215	25,015	
Income	(1,200)	(600)	(71,033)	0	(72,000)	(70,800)	
<b>Legal</b>	<b>280,300</b>	<b>144,533</b>	<b>82,622</b>	<b>11,634</b>	<b>201,487</b>	<b>(78,813)</b>	Expenditure relates to Practical Law Company subscription, this deal is over three years and provides better rates across Surrey BC's, these costs are then recouped from other Borough's as reflected by increased income. One off income received for licence for Staines Prep
Employees	144,900	72,200	69,572	0	139,000	(5,900)	
Other Expenditure	16,000	4,000	1,219	51	16,000	0	
Income	0	0	0	0	0	0	
<b>Committee Services</b>	<b>160,900</b>	<b>76,200</b>	<b>70,791</b>	<b>51</b>	<b>155,000</b>	<b>(5,900)</b>	Saving on allowances due to only having one deputy leader
Employees	89,500	44,600	44,543	0	89,400	(100)	
Other Expenditure	0	0	88	0	90	90	
Income	0	0	0	0	0	0	
<b>Corporate Governance</b>	<b>89,500</b>	<b>44,600</b>	<b>44,631</b>	<b>0</b>	<b>89,490</b>	<b>(10)</b>	Spend to budget
Employees	0	0	0	0	0	0	
Other Expenditure	10,900	5,600	230	0	0	(10,900)	No expenditure is expected unless there is a by-election
Income	0	0	0	0	0	0	
<b>Elections</b>	<b>10,900</b>	<b>5,600</b>	<b>230</b>	<b>0</b>	<b>0</b>	<b>(10,900)</b>	
Employees	111,300	55,400	57,757	0	113,700	2,400	
Other Expenditure	30,606	18,704	10,483	1,518	24,600	(6,006)	savings expected mainly against phone response and internal postage recharges budget
Income	(1,000)	0	(150)	0	(2,500)	(1,500)	
<b>Electoral Registration</b>	<b>140,906</b>	<b>74,104</b>	<b>68,091</b>	<b>1,518</b>	<b>135,800</b>	<b>(5,106)</b>	
Employees	18,400	9,300	5,719	0	18,300	(100)	
Other Expenditure	253,400	121,300	127,804	494	251,600	(1,800)	
Income	0	0	(489)	0	(490)	(490)	
<b>Democratic Rep &amp; Management</b>	<b>271,800</b>	<b>130,600</b>	<b>133,035</b>	<b>494</b>	<b>269,410</b>	<b>(2,390)</b>	Mayors - £1924 b/f from Dep Mayor into Mayor as an approved carry forward due to Mayoral cycle not commencing until June. Civic Occassions - Additional costs re Alderman evening approved by Chief Finance Officer. Town Twinning - Spend to budget Members Expenses - Spend to budget
<b>Total Employees</b>	<b>1,214,000</b>	<b>595,450</b>	<b>577,281</b>	<b>17,766</b>	<b>1,148,672</b>	<b>(65,328)</b>	
<b>Total Other Expenditure</b>	<b>367,706</b>	<b>187,462</b>	<b>182,087</b>	<b>21,897</b>	<b>360,505</b>	<b>(7,201)</b>	
<b>Total Income</b>	<b>(2,200)</b>	<b>(600)</b>	<b>(71,828)</b>	<b>0</b>	<b>(75,147)</b>	<b>(72,947)</b>	
	<b>1,579,506</b>	<b>782,312</b>	<b>687,539</b>	<b>39,663</b>	<b>1,434,030</b>	<b>(145,476)</b>	

Appendix C3							
Planning and Housing : Cabinet Member - Cllr Gerry Forsbrey							
Results to 30-Sep-12	Budget		Actual	Commitments	Forecast	Variance	Comments
	Revised	YTD	YTD		Outturn	to Revised	
	£	£	£	£	£	£	
Employees	0	0	0	0		0	
Other Expenditure	262,300	136,200	187,731	19,327	350,000	87,700	
Income	(89,400)	(69,700)	(172,923)	0	(260,000)	(170,600)	
<b>Homelessness</b>	<b>172,900</b>	<b>66,500</b>	<b>14,807</b>	<b>19,327</b>	<b>90,000</b>	<b>(82,900)</b>	Will be underspent by approx £83K, mainly due to Planned Voids
Employees	542,700	271,500	266,940	0	542,700	0	
Other Expenditure	33,500	16,800	18,202	159	33,500	0	
Income	(540,200)	(270,000)	(265,620)	0	(540,200)	0	
<b>Housing Benefits Admin</b>	<b>36,000</b>	<b>18,300</b>	<b>19,522</b>	<b>159</b>	<b>36,000</b>	<b>0</b>	Forecast to be on budget
Employees	0	0	0	0		0	
Other Expenditure	33,948,800	16,974,400	17,425,874	0	35,030,000	1,081,200	Overpayments are reduced because of housing stability
Income	(34,128,800)	(17,064,500)	(17,538,221)	0	(35,150,000)	(1,021,200)	
<b>Housing Benefits Payments</b>	<b>(180,000)</b>	<b>(90,100)</b>	<b>(112,347)</b>	<b>0</b>	<b>(120,000)</b>	<b>60,000</b>	Subsidies as a whole are higher than budgeted but income will compensate this
Employees	450,400	225,800	269,346	344	480,000	29,600	
Other Expenditure	28,600	12,600	10,205	43	28,600	0	
Income	(54,600)	(31,300)	(51)	0	(54,600)	0	
<b>Housing Needs</b>	<b>424,400</b>	<b>207,100</b>	<b>279,500</b>	<b>387</b>	<b>454,000</b>	<b>29,600</b>	Employees will be overspent due to agency staff by approx £30K
Employees	55,200	27,400	27,332	0	54,700	(500)	On budget
Other Expenditure	1,600	400	905	0	1,500	(100)	
Income	(160,000)	(80,000)	(91,572)	0	(180,000)	(20,000)	
<b>Land Charges</b>	<b>(103,200)</b>	<b>(52,200)</b>	<b>(63,335)</b>	<b>0</b>	<b>(123,800)</b>	<b>(20,600)</b>	Anticipated that income target will be exceeded by £20,000
Employees	642,900	322,000	325,156	0	652,600	9,700	
Other Expenditure	61,400	30,400	36,336	2,607	61,400	0	
Income	(335,300)	(167,800)	(178,585)	0	(335,300)	0	
<b>Planning Development Control</b>	<b>369,000</b>	<b>184,600</b>	<b>182,907</b>	<b>2,607</b>	<b>378,700</b>	<b>9,700</b>	Consultants budget (other expenditure) will be fully utilised (the public inquiry on the Police College site in Sunbury). The government has suggested a 15% increase in planning fees from November 2012. No date has been given as yet, and the potential effect on income will not be revised until confirmed. Planning income is subject to significant variation and is closely monitored on a monthly basis. Several large planning applications are in the pipeline which are due to be submitted before end of March 2013. If they are submitted on time then we will be able to achieve the income target.
Employees	159,800	79,900	72,868	0	145,200	(14,600)	
Other Expenditure	19,600	10,700	8,015	19,830	19,600	0	
Income	(1,000)	(1,000)	(44)	0	(50)	950	
<b>Planning Policy</b>	<b>178,400</b>	<b>89,600</b>	<b>80,839</b>	<b>19,830</b>	<b>164,750</b>	<b>(13,650)</b>	Consultants budget (other expenditure) may be exceeded depending on the pace of updating the evidence base for the Local Development Framework in light of the National Planning Policy Framework
Employees	246,100	123,400	130,681	0	257,600	11,500	
Other Expenditure	20,600	12,000	4,976	0	20,600	0	
Income	(290,000)	(145,000)	(173,954)	0	(320,000)	(30,000)	
<b>Building Control</b>	<b>(23,300)</b>	<b>(9,600)</b>	<b>(38,297)</b>	<b>0</b>	<b>(41,800)</b>	<b>(18,500)</b>	Employees overspend relates to engagement of structural engineer, costs recovered as part of fee income. £320,000 income should be achievable, though there is no guarantee of this and may cause a "false economy" if higher sum projected.
<b>Total Employees</b>	<b>2,097,100</b>	<b>1,050,000</b>	<b>1,092,324</b>	<b>344</b>	<b>2,132,800</b>	<b>35,700</b>	
<b>Total Other Expenditure</b>	<b>34,376,400</b>	<b>17,193,500</b>	<b>17,692,253</b>	<b>41,966</b>	<b>35,545,200</b>	<b>1,168,800</b>	
<b>Total Income</b>	<b>(35,599,300)</b>	<b>(17,829,300)</b>	<b>(18,420,970)</b>	<b>0</b>	<b>(36,840,150)</b>	<b>(1,240,850)</b>	
	<b>874,200</b>	<b>414,200</b>	<b>363,606</b>	<b>42,311</b>	<b>837,850</b>	<b>(36,350)</b>	

Appendix C4							
Health Wellbeing and Independent Living : Cabinet Member - Cllr Jean Pinkerton							
Results to	Budget		Actual	Commitments	Forecast	Variance	Comments
	Revised	YTD	YTD		Outturn	to Revised	
30-Sep-12	£	£	£	£	£	£	
Employees	0	0	0	0	0	-	
Other Expenditure	451,900	324,800	226,280	0	306,280	(145,620)	
Income	0	0	0	0	0	-	
<b>General Grants</b>	<b>451,900</b>	<b>324,800</b>	<b>226,280</b>	<b>0</b>	<b>306,280</b>	<b>(145,620)</b>	Community Link have moved out (£129,500) and "Other expenses" has not been used for at least five years.
Employees	101,400	50,400	49,986	0	101,000	(400)	
Other Expenditure	11,800	4,975	3,176	0	10,800	(1,000)	
Income	0	0	0	0	0	0	
<b>Com Care Administration</b>	<b>113,200</b>	<b>55,375</b>	<b>53,163</b>	<b>0</b>	<b>111,800</b>	<b>(1,400)</b>	
Employees	299,600	150,300	148,545	0	299,800	200	
Other Expenditure	222,696	115,853	106,389	51,282	219,300	(3,396)	
Income	(218,598)	(101,255)	(101,694)	0	(220,000)	(1,402)	
<b>Day Centres</b>	<b>303,698</b>	<b>164,898</b>	<b>153,240</b>	<b>51,282</b>	<b>299,100</b>	<b>(4,598)</b>	
Employees	66,500	32,800	32,590	0	66,300	(200)	
Other Expenditure	86,800	34,225	33,413	10,560	86,800	0	
Income	(185,804)	(70,302)	(73,321)	0	(190,200)	(4,396)	Sale of food income is expected to be higher than budget
<b>Meals On Wheels</b>	<b>(32,504)</b>	<b>(3,277)</b>	<b>(7,317)</b>	<b>10,560</b>	<b>(37,100)</b>	<b>(4,596)</b>	
Employees	73,600	37,200	35,474	0	71,000	(2,600)	Vacancy being covered by temporary staff on lower grade.
Other Expenditure	97,900	26,625	32,633	12,553	97,900	0	Carried forward agreed of £39k for purchase of telecare equipment, if not spent then likely to be carried forward in the next year.
Income	(273,100)	(177,400)	(189,259)	0	(246,900)	26,200	Charges for services income is expected to be lower by £30k due to Surrey telecare strategy is not due to start as earlier expected, partly off set by SCC funding is higher than the budget.
<b>Span</b>	<b>(101,600)</b>	<b>(113,575)</b>	<b>(121,152)</b>	<b>12,553</b>	<b>(78,000)</b>	<b>23,600</b>	
Employees	112,000	56,300	60,473	0	125,000	13,000	Cost of Temp staff to fill vacant posts and severance pay for one employee
Other Expenditure	51,400	35,100	27,198	548	42,000	(9,400)	Reduced Maintenance costs for the 1st half of the year
Income	(93,800)	(57,900)	(38,390)	0	(95,500)	(1,700)	Additional membership fees
<b>SAT</b>	<b>69,600</b>	<b>33,500</b>	<b>49,280</b>	<b>548</b>	<b>71,500</b>	<b>1,900</b>	
Employees	703,300	351,800	348,611	1,538	707,030	3,730	Additional payments made to staff.
Other Expenditure	61,700	16,500	13,384	580	61,700	0	
Income	(10,500)	0	35,773	186	(39,400)	(28,900)	Credit note raised in error, should be -28917
<b>Environmental Health Admin</b>	<b>754,500</b>	<b>368,300</b>	<b>397,769</b>	<b>2,304</b>	<b>729,330</b>	<b>(25,170)</b>	Warmer Homes Fund - in January 2012 we obtained a Department of Health grant for £64,800 for work to prevent excess winter deaths. The funds in this cost code were carried over to 2012-13.
Employees	0	0	0	0	0	0	
Other Expenditure	46,800	21,900	5,246	835	17,800	(29,000)	
Income	(8,600)	(8,600)	(3,621)	0	(4,300)	4,300	
<b>Environmental Protection Act</b>	<b>38,200</b>	<b>13,300</b>	<b>1,625</b>	<b>835</b>	<b>13,500</b>	<b>(24,700)</b>	
Employees	0	0	215	0	0	0	
Other Expenditure	1,300	(400)	(1,971)	180	1,300	0	
Income	(3,000)	(1,500)	(2,072)	0	(4,200)	(1,200)	
<b>Food Safety</b>	<b>(1,700)</b>	<b>(1,900)</b>	<b>(3,828)</b>	<b>180</b>	<b>(2,900)</b>	<b>(1,200)</b>	Includes funding obtained (i) the provision of Spelthorne run food hygiene courses, and (ii) from the Food Standards Agency (FSA) to cover costs associated with transferring the Council's ""scores on the doors"" scheme to the FSA's ""Food Hygiene Rating"" scheme.
Employees	0	0	0	0	0	0	
Other Expenditure	5,400	3,200	2,867	0	5,400	0	
Income	(8,900)	(2,500)	(6,305)	0	(8,900)	0	Health & Safety courses running well. Burial cost not recouped.
<b>Public Health</b>	<b>(3,500)</b>	<b>700</b>	<b>(3,438)</b>	<b>0</b>	<b>(3,500)</b>	<b>0</b>	Incomes slightly above forecast annual targets. (Oct'12)
Employees	0	0	0	0	0	0	
Other Expenditure	19,500	9,700	10,850	6,920	19,500	0	Larger volume of restrained dogs has resulted in a possibly increased cost in the provision of dog pound facilities, this will historically increase over the forthcoming festive period.
Income	(2,000)	(1,000)	(2,480)	0	(4,500)	(2,500)	Whilst the income to date has reflected a good collection rate of dogs, this is expected to stall slightly over the festive period.
<b>Rodent &amp; Pest Control</b>	<b>17,500</b>	<b>8,700</b>	<b>8,370</b>	<b>6,920</b>	<b>15,000</b>	<b>(2,500)</b>	Currently on target (Oct'12)
<b>Total Employees</b>	<b>1,356,400</b>	<b>678,800</b>	<b>675,894</b>	<b>1,538</b>	<b>1,370,130</b>	<b>13,730</b>	
<b>Total Other Expenditure</b>	<b>1,057,196</b>	<b>592,478</b>	<b>459,466</b>	<b>83,457</b>	<b>868,780</b>	<b>(188,416)</b>	
<b>Total Income</b>	<b>(804,302)</b>	<b>(420,457)</b>	<b>(381,368)</b>	<b>186</b>	<b>(813,900)</b>	<b>(9,598)</b>	
	<b>1,609,294</b>	<b>850,821</b>	<b>753,992</b>	<b>85,182</b>	<b>1,425,010</b>	<b>(184,284)</b>	

Appendix C5							
Environment : Cabinet Member - Cllr Robert Watts							
Results to	Budget		Actual	Commitments	Forecast	Variance	Comments
	Revised	YTD	YTD		Outturn	to Revised	
30-Sep-12	£	£	£	£	£	£	
Employees	0	0	0	0	0	0	
Other Expenditure	1,000	0	0	0	300	(700)	DVLA now pick up the majority of vehicles due to car tax issues
Income	0	0	0	0	0	0	
<b>Abandoned Vehicles</b>	<b>1,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>300</b>	<b>(700)</b>	
Employees	0	0	451	0	0	0	Expenditure misposted and was corrected in Oct
Other Expenditure	57,500	48,900	50,226	1,448	61,000	3,500	Increased electricity prices & costs of emptying catch pits
Income	0	0	0	0	0	0	
<b>Depot</b>	<b>57,500</b>	<b>48,900</b>	<b>50,677</b>	<b>1,448</b>	<b>61,000</b>	<b>3,500</b>	
Employees	537,700	268,700	245,549	0	492,000	(45,700)	Market Manager post is vacant
Other Expenditure	57,500	23,800	12,227	7,141	45,000	(12,500)	
Income	(21,200)	(19,100)	5,095	0	(24,600)	(3,400)	Depot Managers costs to be billed to Runnymede + A2 grant income
<b>DS Management &amp; Support</b>	<b>574,000</b>	<b>273,400</b>	<b>262,870</b>	<b>7,141</b>	<b>512,400</b>	<b>(61,600)</b>	
Employees	979,300	500,900	438,747	668	905,000	(74,300)	Offsetting over spend in street cleansing
Other Expenditure	771,300	320,300	417,677	32,620	759,000	(12,300)	Increased maintenance & tyre costs offset by reduced hired transport fees
Income	(446,200)	(383,600)	(550,713)	0	(485,000)	(38,800)	Increased garden waste bin rental fees & bulky waste income
<b>Refuse Collection</b>	<b>1,304,400</b>	<b>437,600</b>	<b>305,711</b>	<b>33,288</b>	<b>1,179,000</b>	<b>(125,400)</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	9,500	2,375	2,569	1,617	9,500	0	Adjustment for previous year is still outstanding which is being investigated
Income	0	0	0	0	0	0	
<b>Energy Initiatives</b>	<b>9,500</b>	<b>2,375</b>	<b>2,569</b>	<b>1,617</b>	<b>9,500</b>	<b>0</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	30,500	11,125	12,808	34,261	35,300	4,800	
Income	0	0	(4,804)	0	(4,804)	(4,804)	Grant payment from Rural Payments Agency and reimbursement of costs from SCC re: road signs for Shepperton Village with no budget
<b>Environmental Enhancements</b>	<b>30,500</b>	<b>11,125</b>	<b>8,004</b>	<b>34,261</b>	<b>30,496</b>	<b>(4)</b>	
Employees	351,600	174,500	178,767	0	355,900	4,300	One members of staff is being paid on higher grade than the budget. Overtime payment with no budget
Other Expenditure	13,000	8,517	13,998	10,584	15,300	2,300	
Income	(30,504)	0	(3,163)	0	(35,200)	(4,696)	
<b>Enviro Services Administration</b>	<b>334,096</b>	<b>183,017</b>	<b>189,602</b>	<b>10,584</b>	<b>336,000</b>	<b>1,904</b>	
Employees	546,400	273,500	305,125	0	619,000	72,600	Salary, Temp staff and overtime overspends off set by savings in Refuse Collection
Other Expenditure	318,600	155,486	43,735	26,151	317,200	(1,400)	
Income	(47,700)	(43,300)	(46,413)	0	(48,000)	(300)	
<b>Street Cleaning</b>	<b>817,300</b>	<b>385,686</b>	<b>302,446</b>	<b>26,151</b>	<b>888,200</b>	<b>70,900</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	319,800	159,900	99,457	34,072	324,000	4,200	AWC gate fees rose from £12.62 to £37 per tonne from the 1st Oct 2012
Income	(651,000)	(165,500)	(171,997)	0	(640,000)	11,000	lower tonnage than expected
<b>Waste Recycling</b>	<b>(331,200)</b>	<b>(5,600)</b>	<b>(72,540)</b>	<b>34,072</b>	<b>(316,000)</b>	<b>15,200</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	31,700	0	0	0	31,200	(500)	
Income	0	0	0	0	0	0	
<b>Technical Projects</b>	<b>31,700</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>31,200</b>	<b>(500)</b>	
Employees	0	0	6,120	0	10,000	10,000	Overtime for cleaning at Temp toilets in Laleham park.
Other Expenditure	103,204	55,752	57,699	2,198	106,900	3,696	
Income	0	0	0	0	0	0	
<b>Public Conveniences</b>	<b>103,204</b>	<b>55,752</b>	<b>63,819</b>	<b>2,198</b>	<b>116,900</b>	<b>13,696</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	8,000	4,250	4,324	559	8,000	0	
Income	0	0	0	0	0	0	
<b>Emergency Planning</b>	<b>8,000</b>	<b>4,250</b>	<b>4,324</b>	<b>559</b>	<b>8,000</b>	<b>0</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	5,500	5,500	6,256	2,314	8,000	2,500	additional work carried out to clear the dried ditches
Income	0	0	0	0	0	0	
<b>Water Courses &amp; Land Drainage</b>	<b>5,500</b>	<b>5,500</b>	<b>6,256</b>	<b>2,314</b>	<b>8,000</b>	<b>2,500</b>	
Total Employees	2,415,000	1,217,600	1,174,758	668	2,381,900	(33,100)	
Total Other Expenditure	1,727,104	795,905	720,975	152,965	1,720,700	(6,404)	
Total Income	(1,196,604)	(611,500)	(771,996)	0	(1,237,604)	(41,000)	
	2,945,500	1,402,005	1,123,738	153,633	2,864,996	(80,504)	

Appendix C6							
<b>Parks and Assets : Cabinet Member - Cllr Denise Grant</b>							
Results to 30-Sep-12	Budget		Actual	Commitments	Forecast	Variance	Comments
	Revised	YTD	YTD		Outturn	to Revised	
	£	£	£	£	£	£	
Employees	93,400	46,425	50,246	0	96,105	2,705	
Other Expenditure	54,200	20,748	7,927	4,450	52,000	(2,200)	
Income	0	0	0	0	0	-	
<b>Asset Mgn Administration</b>	<b>147,600</b>	<b>67,173</b>	<b>58,173</b>	<b>4,450</b>	<b>148,105</b>	<b>505</b>	£27k budget carry forward for electrical testing and remedial works.
Employees	0	0	0	0	0	-	
Other Expenditure	2,200	2,200	15,208	4,484	31,400	29,200	
Income	0	0	0	0	0	-	
<b>Sea Cadets</b>	<b>2,200</b>	<b>2,200</b>	<b>15,208</b>	<b>4,484</b>	<b>31,400</b>	<b>29,200</b>	Projected outturn £31,426 - Business rates, Planning application, secure storage and container hire
Employees	0	0	0	0	0	-	
Other Expenditure	152,101	25,999	24,195	2,294	152,100	(1)	
Income	(21,797)	(10,568)	(18,895)	0	(21,800)	(3)	
<b>General Property Expenses</b>	<b>130,304</b>	<b>15,431</b>	<b>5,300</b>	<b>2,294</b>	<b>130,300</b>	<b>(4)</b>	Budget carry forward of £27; £15k; £27k; £20k respectively for Electrical testing & remedial works, Fire Risk assessments, Beresford House and Bridge Street. Full income expected by year end.
Employees	0	0	0	0	0	-	
Other Expenditure	28,500	3,333	0	0	28,500	-	
Income	0	0	0	0	0	-	
<b>Memorial Gardens</b>	<b>28,500</b>	<b>3,333</b>	<b>0</b>	<b>0</b>	<b>28,500</b>	<b>0</b>	Budget carry forward of £18,500 for works on reflections
Employees	176,100	87,600	88,448	0	176,900	800	
Other Expenditure	456,196	317,331	336,316	29,880	456,200	4	General office moves exceeding budget due to high volume of work. Mobile phone bills will exceed budget also by c£23k.
Income	(267,200)	(206,100)	(42,028)	0	(118,300)	148,900	Community Link have moved (£129,500 grant), Airtrack inquiry did not happen (£19,200), Local Dir target set too high, will need full review for 2013/14 budget setting.
<b>Knowle Green</b>	<b>365,096</b>	<b>198,831</b>	<b>382,735</b>	<b>29,880</b>	<b>514,800</b>	<b>149,704</b>	
Employees	0	0	0	0	0	-	
Other Expenditure	87,400	39,167	48,060	46,780	95,000	7,600	Commitments to be looked in to.
Income	0	0	0	0	0	-	
<b>Print Unit</b>	<b>87,400</b>	<b>39,167</b>	<b>48,060</b>	<b>46,780</b>	<b>95,000</b>	<b>7,600</b>	
Employees	0	0	0	0	0	-	
Other Expenditure	556,800	317,321	207,355	571,604	556,800	-	
Income	0	0	0	0	0	-	
<b>Planned Maintenance Programme</b>	<b>556,800</b>	<b>317,321</b>	<b>207,355</b>	<b>571,604</b>	<b>556,800</b>	<b>0</b>	Planned maintenace budget and Service agreements budget to be used fully by year end in partnership with Runnymede BC
Employees	0	0	0	0	0	-	
Other Expenditure	205,000	0	0	0	200,000	(5,000)	Budget carry forward of £5,000 for Knowle Green Space audit. Budget to be expended by end of year.
Income	0	0	0	0	0	-	
<b>Responsive Maintenance Program</b>	<b>205,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>200,000</b>	<b>(5,000)</b>	Responsive maintenace budget to be used fully by year end in partnership with Runnymede BC
Employees	0	0	0	0	0	0	
Other Expenditure	6,200	3,900	6,500	0	8,800	2,600	Rent allotments payments to Ashford Coal Charity
Income	(33,200)	(12,200)	(12,583)	0	(33,600)	(400)	
<b>Allotments</b>	<b>(27,000)</b>	<b>(8,300)</b>	<b>(6,083)</b>	<b>0</b>	<b>(24,800)</b>	<b>2,200</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	16,996	2,232	1,004	14,100	17,000	4	
Income	0	0	0	0	0	0	
<b>Staines Metro Commons</b>	<b>16,996</b>	<b>2,232</b>	<b>1,004</b>	<b>14,100</b>	<b>17,000</b>	<b>4</b>	
Employees	120,100	60,300	58,884	0	119,000	(1,100)	
Other Expenditure	1,656,400	820,500	656,860	138,274	1,600,000	(56,400)	
Income	(190,600)	(95,300)	(95,178)	0	(191,000)	(400)	
<b>Grounds Maintenance</b>	<b>1,585,900</b>	<b>785,500</b>	<b>620,566</b>	<b>138,274</b>	<b>1,528,000</b>	<b>(57,900)</b>	
Employees	0	0	2,617	0	8,800	8,800	Overtime payments relating to Laleham park toilets with no budget
Other Expenditure	110,604	66,552	64,647	13,974	101,700	(8,904)	

**Parks and Assets : Cabinet Member - Cllr Denise Grant**

Results to 30-Sep-12	Budget		Actual	Commitments	Forecast	Variance	Comments
	Revised	YTD	YTD		Outturn	to Revised	
	£	£	£	£	£	£	
Income	(117,700)	(85,300)	(54,033)	0	(83,300)	34,400	Loss of rental income (£18k) for Fordbridge Park due to surrender of lease last year and currently vacant. Remainder relating to Grants & Donations, Reimbursements, Lettings, football, Filming and Fun Fair income are also expected to be lower than the budget
<b>Parks Strategy</b>	<b>(7,096)</b>	<b>(18,748)</b>	<b>13,231</b>	<b>13,974</b>	<b>27,200</b>	<b>34,296</b>	
Employees	2,600	1,300	3,348	0	6,700	4,100	Temporary staff costs off set by higher income
Other Expenditure	19,400	14,300	14,937	275	20,200	800	
Income	(47,000)	(45,500)	(49,452)	0	(51,000)	(4,000)	Higher income expected due to more activity/ bookings
<b>Arts Development</b>	<b>(25,000)</b>	<b>(29,900)</b>	<b>(31,167)</b>	<b>275</b>	<b>(24,100)</b>	<b>900</b>	
Employees	5,000	1,250	772	765	4,000	(1,000)	
Other Expenditure	2,800	1,400	3,026	999	4,000	1,200	
Income	0	0	0	0	0	0	
<b>Festivals</b>	<b>7,800</b>	<b>2,650</b>	<b>3,798</b>	<b>1,764</b>	<b>8,000</b>	<b>200</b>	
Employees	218,800	108,900	103,318	0	213,200	(5,600)	Savings due to a vacant post for the first part of the year, covered by temporary staff.
Other Expenditure	15,700	7,850	4,046	0	13,300	(2,400)	
Income	0	0	0	0	0	0	
<b>Leisure Administration</b>	<b>234,500</b>	<b>116,750</b>	<b>107,364</b>	<b>0</b>	<b>226,500</b>	<b>(8,000)</b>	
Employees	10,200	5,000	6,603	383	12,800	2,600	
Other Expenditure	41,000	29,550	25,443	1,743	36,700	(4,300)	
Income	(14,000)	(6,900)	(5,638)	0	(14,500)	(500)	
<b>Leisure Development</b>	<b>37,200</b>	<b>27,650</b>	<b>26,409</b>	<b>2,126</b>	<b>35,000</b>	<b>(2,200)</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	20,400	13,600	13,416	0	19,700	(700)	
Income	0	0	0	0	0	0	
<b>Leisure Grants</b>	<b>20,400</b>	<b>13,600</b>	<b>13,416</b>	<b>0</b>	<b>19,700</b>	<b>(700)</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	0	0	0	0	0	0	
Income	(42,200)	(8,200)	(8,200)	0	(42,200)	0	
<b>Leisure Promotions</b>	<b>(42,200)</b>	<b>(8,200)</b>	<b>(8,200)</b>	<b>0</b>	<b>(42,200)</b>	<b>0</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	4,400	3,800	3,484	53	4,200	(200)	
Income	(8,000)	(8,000)	(8,000)	0	(8,000)	0	
<b>Museum</b>	<b>(3,600)</b>	<b>(4,200)</b>	<b>(4,516)</b>	<b>53</b>	<b>(3,800)</b>	<b>(200)</b>	
Employees	0	0	847	0	900	900	Temporary employees costs are being investigated
Other Expenditure	7,900	5,200	23,386	1,538	27,500	19,600	Additional costs for boiler servicing and building works at St. Martins hall
Income	(45,700)	(28,000)	(30,426)	0	(47,100)	(1,400)	
<b>Public Halls</b>	<b>(37,800)</b>	<b>(22,800)</b>	<b>(6,193)</b>	<b>1,538</b>	<b>(18,700)</b>	<b>19,100</b>	

**Parks and Assets : Cabinet Member - Cllr Denise Grant**

<b>Results to</b>							<b>Comments</b>
<b>Budget</b>		<b>Actual</b>	<b>Commitments</b>	<b>Forecast</b>	<b>Variance</b>		
<b>Revised</b>	<b>YTD</b>	<b>YTD</b>		<b>Outturn</b>	<b>to Revised</b>		
<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>		
Employees	0	0	0	0	0	0	
Other Expenditure	71,000	11,000	12,481	0	71,500	500	
Income	(229,100)	(223,950)	(226,035)	0	(231,200)	(2,100)	
<b>Spelthorne Leisure Centre</b>	<b>(158,100)</b>	<b>(212,950)</b>	<b>(213,555)</b>	<b>0</b>	<b>(159,700)</b>	<b>(1,600)</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	8,300	8,300	9,801	0	9,800	1,500	
Income	0	0	0	0	0	0	
<b>Sunbury Leisure Centre</b>	<b>8,300</b>	<b>8,300</b>	<b>9,801</b>	<b>0</b>	<b>9,800</b>	<b>1,500</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	21,100	20,100	20,549	474	34,000	12,900	Tree works in the cemeteries, plus the cost of new benches & increased electricity/water costs
Income	(321,400)	(155,100)	(130,642)	0	(300,000)	21,400	
<b>Cemeteries</b>	<b>(300,300)</b>	<b>(135,000)</b>	<b>(110,093)</b>	<b>474</b>	<b>(266,000)</b>	<b>34,300</b>	
<b>Total Employees</b>	<b>626,200</b>	<b>310,775</b>	<b>315,083</b>	<b>1,148</b>	<b>638,405</b>	<b>12,205</b>	
<b>Total Other Expenditure</b>	<b>3,544,597</b>	<b>1,734,383</b>	<b>1,498,640</b>	<b>830,923</b>	<b>3,540,400</b>	<b>(4,197)</b>	
<b>Total Income</b>	<b>(1,337,897)</b>	<b>(885,118)</b>	<b>(681,111)</b>	<b>0</b>	<b>(1,142,000)</b>	<b>195,897</b>	
	<b>2,832,900</b>	<b>1,160,040</b>	<b>1,132,612</b>	<b>832,070</b>	<b>3,036,805</b>	<b>203,905</b>	



Appendix C7							
<b>Communications : Cabinet Member - Cllr Christine Bannister</b>							
<b>Results to</b>	<b>Budget</b>		<b>Actual</b>	<b>Commitments</b>	<b>Forecast</b>	<b>Variance</b>	<b>Comments</b>
	<b>Revised</b>	<b>YTD</b>	<b>YTD</b>		<b>Outturn</b>	<b>to Revised</b>	
<b>30-Sep-12</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	
Employees	203,200	105,700	92,756	0	190,200	(13,000)	Savings due to 2 members of staff were on maternity leave during first part of year, partially covered by one temporary member of staff.
Other Expenditure	88,300	30,950	25,459	7,655	78,100	(10,200)	Savings expected mainly against Borough Newspapers budget
Income	(29,900)	(15,000)	(12,448)	0	(12,400)	17,500	Income is expected to be lower as partnership with Runnymede BC has ceased in June 2012
<b>Corporate Publicity</b>	<b>261,600</b>	<b>121,650</b>	<b>105,767</b>	<b>7,655</b>	<b>255,900</b>	<b>(5,700)</b>	
Employees	0	0	0	0	0	-	
Other Expenditure	13,800	6,800	0	0	0	(13,800)	Post currently vacant so no activity
Income	0	0	0	0	0	-	
<b>Research &amp; Consultation</b>	<b>13,800</b>	<b>6,800</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>(13,800)</b>	
Employees	292,500	116,700	117,209	0	292,500	0	
Other Expenditure	948,600	649,000	651,157	63,122	948,600	0	
Income	(37,100)	(18,600)	(21,718)	0	(37,100)	0	
<b>Information &amp; Comms Technology</b>	<b>1,204,000</b>	<b>747,100</b>	<b>746,648</b>	<b>63,122</b>	<b>1,204,000</b>	<b>0</b>	Forecast to budget
Total Employees	<b>495,700</b>	<b>222,400</b>	<b>209,965</b>	<b>0</b>	<b>482,700</b>	<b>(13,000)</b>	
Total Other Expenditure	<b>1,050,700</b>	<b>686,750</b>	<b>676,616</b>	<b>70,776</b>	<b>1,026,700</b>	<b>(24,000)</b>	
Total Income	<b>(67,000)</b>	<b>(33,600)</b>	<b>(34,166)</b>	<b>0</b>	<b>(49,500)</b>	<b>17,500</b>	
	<b>1,479,400</b>	<b>875,550</b>	<b>852,415</b>	<b>70,776</b>	<b>1,459,900</b>	<b>(19,500)</b>	

### Community Safety and Young People : Cabinet Member - Cllr Penny Forbes Forsyth

Results to 30-Sep-12	Budget		Actual	Commitments	Forecast	Variance	Comments
	Revised	YTD	YTD		Outturn	to Revised	
	£	£	£	£	£	£	
Employees	0	0	0	110	0	-	Commitment to be cleared
Other Expenditure	2,700	100	4,264	2,029	5,900	3,200	Commitments to be cleared
Income	(76,000)	(38,000)	(33,072)	69	(74,000)	2,000	
<b>Taxi Licensing</b>	<b>(73,300)</b>	<b>(37,900)</b>	<b>(28,808)</b>	<b>2,208</b>	<b>(68,100)</b>	<b>5,200</b>	Taxi Licensing Income is fairly stable throughout the year although it does peak in November and January. Incomes for taxi licensing have fallen for the last two years, this income budget should be reduced by £2,000.
Employees	131,500	65,300	87,527	0	175,700	44,200	Two members of staff with no budget funded through Community Safety Partnership grants
Other Expenditure	162,296	90,398	100,955	0	174,700	12,404	CCTV Telephone maintenance costs and Runnymede BC annual maintenance costs are expected to be higher than the budget.
Income	(50,196)	(25,098)	(50,389)	0	(98,500)	(48,304)	Additional income from CDRP/SSSP funds to off set the costs as above
<b>Community Safety</b>	<b>243,600</b>	<b>130,600</b>	<b>138,093</b>	<b>0</b>	<b>251,900</b>	<b>8,300</b>	
Employees	100,400	50,400	43,821	5,020	99,600	(800)	Staffing costs may reduce pending recruitment, commitment to be moved to 'Other expenses'
Other Expenditure	3,900	1,900	8,603	0	13,700	9,800	Legal & Court fees, and consultant expenditure
Income	(101,600)	(44,900)	(39,931)	0	(100,400)	1,200	
<b>Licensing</b>	<b>2,700</b>	<b>7,400</b>	<b>12,494</b>	<b>5,020</b>	<b>12,900</b>	<b>10,200</b>	Gambling Licenses - Full year income budget to be reduced by £1,000 (from £19,200 to £18,200) due to reduction in number of licenses; Licensing - spread of income to be determined accross the year;
Employees	0	0	2,718	0	2,800	2,800	Payments to Temporary Staff
Other Expenditure	56,104	28,145	24,830	2,144	48,000	(8,104)	£7k carried forward from the previous year will be used to fund playscheme vouchers expenditure.
Income	(9,600)	(9,600)	(5,776)	0	(13,700)	(4,100)	Income is expected to be higher due to more activity and additional external funding being received.
<b>Youth</b>	<b>46,504</b>	<b>18,545</b>	<b>21,772</b>	<b>2,144</b>	<b>37,100</b>	<b>(9,404)</b>	
Total Employees	<b>231,900</b>	<b>115,700</b>	<b>134,067</b>	<b>5,130</b>	<b>278,100</b>	<b>46,200</b>	
Total Other Expenditure	<b>225,000</b>	<b>120,543</b>	<b>138,651</b>	<b>4,174</b>	<b>242,300</b>	<b>17,300</b>	
Total Income	<b>(237,396)</b>	<b>(117,598)</b>	<b>(129,167)</b>	<b>69</b>	<b>(286,600)</b>	<b>(49,204)</b>	
	<b>219,504</b>	<b>118,645</b>	<b>143,551</b>	<b>9,372</b>	<b>233,800</b>	<b>14,296</b>	

Appendix C9							
Finance and Resources : Cabinet Member - Cllr Tim Evans							
Results to	Budget		Actual	Commitments	Forecast	Variance	Comments
	Revised	YTD	YTD		Outturn	to Revised	
30-Sep-12	£	£	£	£	£	£	
Employees	165,000	80,216	80,390	0	163,000	(2,000)	
Other Expenditure	20,300	4,600	3,580	4,620	15,300	(5,000)	
Income	(39,900)	(19,800)	(15,622)	0	(34,900)	5,000	
<b>Audit</b>	<b>145,400</b>	<b>65,016</b>	<b>68,348</b>	<b>4,620</b>	<b>143,400</b>	<b>(2,000)</b>	Income expected to be £5k under target, this will be offset by the underutilised Consultants budget
Employees	0	0	0	0	0	-	
Other Expenditure	21,500	4,200	5,881	0	21,500	-	
Income	0	0	0	0	0	-	
<b>People &amp; Partnerships</b>	<b>21,500</b>	<b>4,200</b>	<b>5,881</b>	<b>0</b>	<b>21,500</b>	<b>0</b>	
Employees	233,300	132,167	122,376	0	240,700	7,400	
Other Expenditure	14,900	6,800	1,062	6,448	14,900	-	
Income	(42,200)	(21,200)	(31,693)	0	(42,200)	-	
<b>HR</b>	<b>206,000</b>	<b>117,767</b>	<b>91,745</b>	<b>6,448</b>	<b>213,400</b>	<b>7,400</b>	increased employee costs for maternity leave cover and implementing new HR/Payroll system
Employees	50,200	25,200	30,774	0	55,900	5,700	
Other Expenditure	2,200	1,000	274	0	2,200	-	
Income	0	0	0	0	0	-	
<b>Payroll</b>	<b>52,400</b>	<b>26,200</b>	<b>31,047</b>	<b>0</b>	<b>58,100</b>	<b>5,700</b>	Additional costs in implementing new payroll system
Employees	0	0	0	0	0	-	
Other Expenditure	0	0	0	0	0	-	
Income	(2,000)	0	0	0	0	2,000	
<b>Mortgages</b>	<b>(2,000)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,000</b>	
Employees	6,000	6,000	8,843	0	8,840	2,840	Casual staff pay incurred
Other Expenditure	207,200	99,133	113,210	33,121	207,200	0	
Income	0	0	(9,390)	0	(9,500)	(9,500)	Surrey Treasurers LG rates pooling, and Targeted Support funding reimbursements
<b>Corporate Management</b>	<b>213,200</b>	<b>105,133</b>	<b>112,663</b>	<b>33,121</b>	<b>206,540</b>	<b>(6,660)</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	10,000	0	(17,670)	0	10,000	0	
Income	0	0	0	0	0	0	
<b>Misc Expenses</b>	<b>10,000</b>	<b>0</b>	<b>(17,670)</b>	<b>0</b>	<b>10,000</b>	<b>0</b>	
Employees	685,400	341,100	147,968	0	698,339	12,939	Current pension deductions totalling £478,044 plus estimated Added Years at previous years growth of 4.33%.
Other Expenditure	51,700	26,900	10,062	25,082	30,700	(21,000)	Commitment relates to Occupational Health contract which continues until June 2013
Income	0	0	0	0	0	0	
<b>Unapportionable CentralO/Heads</b>	<b>737,100</b>	<b>368,000</b>	<b>158,030</b>	<b>25,082</b>	<b>729,039</b>	<b>(8,061)</b>	
Employees	372,000	173,000	195,623	0	400,176	28,176	Recruitment of additional member of staff partially covered by allocation of additional budget
Other Expenditure	8,896	2,548	9,249	0	8,900	4	
Income	0	0	0	0	0	0	
<b>Accountancy</b>	<b>380,896</b>	<b>175,548</b>	<b>204,872</b>	<b>0</b>	<b>409,076</b>	<b>28,180</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	0	0	108	0	200	200	
Income	(145,600)	0	0	0	(130,800)	14,800	As per cost of collection NNDR1 2012/13 calculation
<b>Business Rates</b>	<b>(145,600)</b>	<b>0</b>	<b>108</b>	<b>0</b>	<b>(130,600)</b>	<b>15,000</b>	
Employees	683,800	345,850	338,351	0	683,800	-	
Other Expenditure	101,600	50,800	40,071	74,513	177,600	76,000	Additional expenditure of £76k relating to Council Tax Benefit Localisation off set by external funding income- see below
Income	(144,300)	(2,000)	(86,446)	0	(220,300)	(76,000)	Additional Funding received of £76k relating to Council Tax Benefit Localisation with no budget
<b>CServ Management &amp; Support</b>	<b>641,100</b>	<b>394,650</b>	<b>291,976</b>	<b>74,513</b>	<b>641,100</b>	<b>0</b>	
Employees	0	0	0	0	0	0	
Other Expenditure	222,700	3,733	0	0	222,700	0	
Income	0	0	(897)	0	(900)	(900)	
<b>Insurance</b>	<b>222,700</b>	<b>3,733</b>	<b>(897)</b>	<b>0</b>	<b>221,800</b>	<b>(900)</b>	
Employees	354,700	178,100	213,023	20,081	410,000	55,300	Agency Staff employed to cover vacant positions
Other Expenditure	848,500	592,000	647,052	105,202	848,500	0	
Income	(1,963,300)	(1,010,900)	(1,078,730)	0	(1,963,000)	300	
<b>Car Parks</b>	<b>(760,100)</b>	<b>(240,800)</b>	<b>(218,656)</b>	<b>125,283</b>	<b>(704,500)</b>	<b>55,600</b>	
Total Employees	2,550,400	1,281,633	1,137,348	20,081	2,660,755	110,355	
Total Other Expenditure	1,509,496	791,714	812,878	248,987	1,559,700	50,204	
Total Income	(2,337,300)	(1,053,900)	(1,222,778)	0	(2,401,600)	(64,300)	
	1,722,596	1,019,447	727,447	269,068	1,818,855	96,259	



# Overview and Scrutiny Committee

04 December 2012



Title	2012/13 Capital Monitoring Report		
Purpose	Resolution required		
Report of	Chief Finance Officer	Confidential	No
Cabinet Member	Councillor Tim Evans	Key Decision	No
Report Author	Adrian Flynn		
Summary	<p>To provide Cabinet with the spend figures for the period April to September 2012 on the capital programme.</p> <ul style="list-style-type: none"> <li>• The current position shows that we have spent £496k to date, which represents 29% of the revised budget.</li> <li>• The projected outturn shows that we are anticipating to spend £1.578m which represents 93 % of the revised budget.</li> <li>• A Supplementary estimate to be agreed for a project totalling £21,400.</li> </ul>		
Financial Implications	As set out within the report and appendices		
Corporate Priority	All three priorities		
Recommendations	<p>The Committee is asked to note the current spend position.</p> <p>To note that the Cabinet agreed the supplementary estimate for the following project</p> <p>£21,400 for leisure centre fitness kit</p>		

## MAIN REPORT

### 1. Background

- 1.1 The purpose of this report is to update Members on the capital spend against the budget position of the schemes within the capital programme.
- 1.2 To inform Members of the reasons for the variances
- 1.3 This may be the last financial year, where Spelthorne will have sufficient capital funds to fully fund anticipated future capital programmes, thereafter we will need to start either drawing down revenue reserves, making revenue contributions to capital or finding additional funding sources.

### 2. Key issues

- 2.1 Attached, as **Appendix A** and **B**, is the actual spend to date on capital covering the period April to September 2012.
- 2.2 For the period ending Sept 2012, capital expenditure was £ 496k (32%) of the original budget and (29%) of the revised budget.
- 2.3 The difference between the original budget and the revised budget is £145,000. The £145,000 is broken down as £158,000 worth of carry forwards from 11/12 and a £20,000 supplementary estimate. Two projects totalling £33,000 have been removed from the programme as they were no longer required. The details are noted on Appendix B.
- 2.4 Cabinet were asked to agree a supplementary estimate for the following project
- 2.5 Leisure Centre Fitness kit for £21,400 which is a loan to SLM our leisure centre contractor's to purchase fitness kit and we receive a return of 8 % on the loan through an increased management fee for a number of years.
- 2.6 Transactions involving all the projects are reviewed on a regular basis throughout the year to ensure that they meet the definition of capital expenditure as laid down by our external auditors KPMG and accounting standards. Any transaction that fails to meet the capital definition will be transferred to revenue.
- 2.7 The following projects are worth noting :
  - (a) Combined Heat and Power – Projected installation date is Jan 2013
  - (b) Car park improvements – The automated number plate reader parking project has gone out to tender with a projected start time of January 2013.
  - (c) Voice over Internet (VOIP) – The project will be delayed as there are possible partnership arrangements.
  - (d) Knowle Green Heating – The Project should be completed by end of October with a small projected over spend of £2k.
  - (e) Air quality – Project work may be delayed due to issues around the Borough air quality management boundary.

### 3. Options analysis and proposal

- 3.1 Cabinet are asked to note the current spend position.

**4. Financial implications**

- 4.1 Any underspend on the approved capital programme enables the authority to invest the monies to gain additional investment income or can be used to fund additional schemes identified.

**5. Other considerations**

- 5.1 Schemes which are currently incomplete and require a budget carry forward may have contractual obligations which could leave is liable to litigation if they are not allocated the funds to complete the works.

**6. Risks and how they will be mitigated**

- 6.1 Regular monitoring and updating of the actual figures will enable changes to be picked up and allow corrective action to be taken where necessary in a timely manner.

**7. Timetable for implementation**

- 7.1 Bi – monthly monitoring reports are prepared for Management team and incorporate revised actual figures.

**Background papers: There are none**

**Appendices: A and B**





Appendix A								
CAPITAL MONITORING REPORT P.6 SEP 2012/13								
SERVICE HEAD	ORIGINAL BUDGET	CARRY FORWARDS	SUPPLEMENTARY ESTIMATE	REVISED BUDGET	ACTUALS YTD	COMMITMENTS	MANAGERS PROJECTED OUTTURN	MANAGERS PROJECTION TO REVISED BUDGET
HIP - Lee O'Neil	306,600	-	-	306,600	177,589	-	306,600	-
Dave Phillips	425,600	-	20,000	445,600	84,314	160,494	447,861	2,261
Helen Dunn	321,700	-	-	321,700	65,496	20,887	154,200	(167,500)
Jackie Taylor	50,000	-	-	50,000	16,819	5,503	50,000	-
Jan Hunt	18,000	23,600	-	41,600	2,902	-	41,600	-
Keith McGroary	-	-	-	-	-	-	-	-
Lee O'Neil	33,000	45,100	(33,000)	45,100	-	-	45,100	-
Linda Norman	80,000	-	-	80,000	20,299	-	80,000	-
Lisa Stonehouse	49,500	-	-	49,500	56,861	9,575	49,500	-
Liz Borthwick	35,000	-	-	35,000	26,400	-	45,400	10,400
Rowena Davison	25,000	-	-	25,000	(27,012)	2,090	28,370	3,370
Sandy Muirhead	206,600	89,300	-	295,900	71,995	9,109	329,377	33,477
<b>CAPITAL TOTAL</b>	<b>1,551,000</b>	<b>158,000</b>	<b>(13,000)</b>	<b>1,696,000</b>	<b>495,663</b>	<b>207,657</b>	<b>1,578,008</b>	<b>(117,992)</b>



Appendix B

**CAPITAL MONITORING REPORT P.6 SEP 2012/13**

Cost Centre Description	Original Budget	Carry Forwards	Supplementary Estimate	Revised Budget	Actuals YTD	Commitments	Managers Projected Outturn	Managers Projection to Revised Budget	Comments
<b><u>Housing Investment Programme</u></b>									
<b>Lee O'Neil</b>									
40203 Disabled Facilities Mandatory	505,000	-	-	505,000	174,423	-	505,000	-	With DCLG grant this total Budget is £505k. In the last four years this budget is always 100% spent (Oct'12)
40204 Disabled Facilities Discretion	29,600	-	-	29,600	-	-	29,600	-	No spend likely until much later in financial year. Budget always been spent (Oct'12)
Less Specified Capital Grant	(285,000)	-	-	(285,000)	-	-	(285,000)	-	
<b>Net Cost of Disabled Facilities Grants</b>	<b>249,600</b>	<b>-</b>	<b>-</b>	<b>249,600</b>	<b>174,423</b>	<b>-</b>	<b>249,600</b>	<b>-</b>	
40205 Decent Homes Grant	20,000	-	-	20,000	3,166	-	20,000	-	
40207 Equity Release Scheme	10,000	-	-	10,000	-	-	10,000	-	Invoice from Home Improvement Trust due later (oct'12)
40209 Home Improvement Agency grant	27,000	-	-	27,000	-	-	27,000	-	Invoice from Spelthorne's Home Improvement Agency due (Oct'12)
<b>Total</b>	<b>57,000</b>	<b>-</b>	<b>-</b>	<b>57,000</b>	<b>3,166</b>	<b>-</b>	<b>57,000</b>	<b>-</b>	
<b>Total For HIP</b>	<b>306,600</b>	<b>-</b>	<b>-</b>	<b>306,600</b>	<b>177,589</b>	<b>-</b>	<b>306,600</b>	<b>-</b>	
<b><u>Other Capital Programme</u></b>									
<b>Dave Phillips</b>									
41618 Esso Site Stanwell	20,000	-	-	20,000	-	-	20,000	-	Gravel Extraction Company agreed to work in partnership with SBC to clean site
42007 Lammas Park Water Mains	35,000	-	-	35,000	-	-	35,000	-	Work to be completed before opening of spray park on Easter Bank Holiday
42043 Accommodation Changes	20,000	-	-	20,000	-	-	20,000	-	Work to be completed by end of March
42050 Knowle Green reception	75,000	-	-	75,000	765	1,782	75,000	-	Waiting for Housing Options to scan documents to progress project
42053 Knowle Green Heating	220,000	-	20,000	240,000	83,549	158,712	242,261	2,261	Installation complete - final commission being carried out
11599 Runnymede Estates	55,600	-	-	55,600	-	-	55,600	-	Actuals to be transferred at end of year
<b>Total</b>	<b>425,600</b>	<b>-</b>	<b>20,000</b>	<b>445,600</b>	<b>84,314</b>	<b>160,494</b>	<b>447,861</b>	<b>2,261</b>	
<b>Helen Dunn</b>									
43002 Website Enhancement	-	-	-	-	1,500	-	-	-	Not a current project - balance to be moved in Oct 12
43003 New Software	10,000	-	-	10,000	-	-	10,000	-	To be spent on various items in 12/13
43004 Application Upgrades	10,000	-	-	10,000	-	-	10,000	-	To be spent on various items in 12/13
43302 Payroll/HR	15,000	-	-	15,000	-	-	7,500	(7,500)	Additional set up consultancy may be required but unlikely to be fully spent
43305 SharePoint	40,000	-	-	40,000	325	-	1,000	(39,000)	Governance Tool, Migrator, Workflow tool and ad hoc consultancy still to be purchased. Likely to be 2013-14
43306 Geographical Info System	-	-	-	-	-	633	-	-	Investigating commitment to see if valid
43310 Virtual Desktop (VDI)	50,000	-	-	50,000	-	3,000	3,000	(47,000)	Feasibility study planned for 12/13, but main project may be delayed until 13/14 or beyond
43311 Voice Over Internet (VOIP)	85,000	-	-	85,000	-	-	-	(85,000)	Current phone system is past end of life. There are possible partnership arrangements which may delay project start
43313 Out of Hours Telephony	21,700	-	-	21,700	21,700	-	21,700	-	Part 2 of project is being funded by CRM budget
43501 Revenues & Benefits	-	-	-	-	1,500	14,592	16,000	16,000	Voice recognition payments module. Expenditure could be funded by underspends in other ICT projects
43508 Elections	-	-	-	-	1,216	-	-	-	Not a current project - balance to be moved in Oct 12
43601 Remote & Mobile Working, Depot	20,000	-	-	20,000	-	-	10,000	(10,000)	Various devices are being looked at, but project may be delayed until 13/14
43603 Server Updates	30,000	-	-	30,000	-	-	30,000	-	Migration to and replacement of SQL Servers is required, so likely to be fully spent
43604 Desktop Upgrades	20,000	-	-	20,000	30,509	2,510	35,000	15,000	Desktop Refresh for Windows 7. The overspend could be funded by other ICT Project under spends
43605 Telephone/Data Communications	20,000	-	-	20,000	8,575	152	10,000	(10,000)	Additional Items for CTI upgrade - unlikely to be fully spent
43606 Misc software	-	-	-	-	171	-	-	-	Not a current project - balance to be moved in Oct 12
<b>Total</b>	<b>321,700</b>	<b>-</b>	<b>-</b>	<b>321,700</b>	<b>65,496</b>	<b>20,887</b>	<b>154,200</b>	<b>(167,500)</b>	
<b>Jackie Taylor</b>									
41620 Wheelie Bins	50,000	-	-	50,000	16,819	5,503	50,000	-	
<b>Total</b>	<b>50,000</b>	<b>-</b>	<b>-</b>	<b>50,000</b>	<b>16,819</b>	<b>5,503</b>	<b>50,000</b>	<b>-</b>	
<b>Jan Hunt</b>									
41608 HR and Payroll system	18,000	23,600	-	41,600	2,902	-	41,600	-	Fully committed to the total allocated budget for the HR and Payroll system, phase 2 to commence shortly.
<b>Total</b>	<b>18,000</b>	<b>23,600</b>	<b>-</b>	<b>41,600</b>	<b>2,902</b>	<b>-</b>	<b>41,600</b>	<b>-</b>	
<b>Keith McGroary</b>									
41604 CCTV Stanwell	60,000	-	-	60,000	-	-	60,000	-	Funding to be received on completion of Phase 2. Work to commence in next few months & should be in operation by Spring
S106 Funding	(60,000)	-	-	(60,000)	-	-	(60,000)	-	
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	

## CAPITAL MONITORING REPORT P.6 SEP 2012/13

Cost Centre Description	Original Budget	Carry Forwards	Supplementary Estimate	Revised Budget	Actuals YTD	Commitments	Managers Projected Outturn	Managers Projection to Revised Budget	Comments
<b>Lee O'Neil</b>									
<a href="#">41314</a> Air Quality	-	25,100	-	25,100	-	-	25,100	-	DEFRA grant to cover action planning work. The action planning work was held up for about 18-months due to the development of a new London Emissions Inventory which was required for preliminary assessment work. Action planning can only take place after the new Borough Air Quality Management Boundary has been determined (and approved by DEFRA); work on the boundary is in progress. Action planning work will take place after this between end 2012 and 2014 (Oct'12)
<a href="#">41315</a> Cont Land Investigation	13,000	-	(13,000)	-	-	-	-	-	
<a href="#">43307</a> EHBC Mobile Working	20,000	20,000	(20,000)	20,000	-	-	20,000	-	Trial progressing (Oct'12)
<b>Total</b>	<b>33,000</b>	<b>45,100</b>	<b>(33,000)</b>	<b>45,100</b>	<b>-</b>	<b>-</b>	<b>45,100</b>	<b>-</b>	
<b>Linda Norman</b>									
<a href="#">43505</a> CRM Solution	80,000	-	-	80,000	20,299	-	80,000	-	Project not due to start until Sept/Oct. Spend so far relates to part 2 out of office telephony project
<b>Total</b>	<b>80,000</b>	<b>-</b>	<b>-</b>	<b>80,000</b>	<b>20,299</b>	<b>-</b>	<b>80,000</b>	<b>-</b>	
<b>Lisa Stonehouse</b>									
<a href="#">41018</a> Pool Covers	14,500	-	-	14,500	-	-	14,500	-	Linked to Combined Heat & Power project. Looking to complete by end of 2012
<a href="#">42274</a> SkatePark+Multi use games area	85,000	-	-	85,000	56,861	9,575	85,000	-	This is currently being spent on finishing skate parks & Multi use games area, all aspects complete by Jan 2013
External Funding	(50,000)	-	-	(50,000)	-	-	(50,000)	-	
<b>Total</b>	<b>49,500</b>	<b>-</b>	<b>-</b>	<b>49,500</b>	<b>56,861</b>	<b>9,575</b>	<b>49,500</b>	<b>-</b>	
<b>Liz Borthwick</b>									
<a href="#">40108</a> Leisure Centre Fitness Kit	-	-	-	-	21,400	-	21,400	21,400	Supplementary estimate required
<a href="#">41027</a> Stanwell DC Cafe	-	-	-	-	5,000	-	-	-	Transaction is not capital related & will be moved to revenue in Oct 2012
<a href="#">42012</a> Greeno Centre Development	35,000	-	-	35,000	-	-	24,000	(11,000)	Planning permission has now been agreed & patio works are due to begin on the 5th November
<b>Total</b>	<b>35,000</b>	<b>-</b>	<b>-</b>	<b>35,000</b>	<b>26,400</b>	<b>-</b>	<b>45,400</b>	<b>10,400</b>	
<b>Rowena Davison</b>									
<a href="#">43304</a> GOSS - Website Upgrade	25,000	-	-	25,000	(27,012)	2,090	28,370	3,370	Project is now complete - special creditor waiting to clear
<b>Total</b>	<b>25,000</b>	<b>-</b>	<b>-</b>	<b>25,000</b>	<b>(27,012)</b>	<b>2,090</b>	<b>28,370</b>	<b>3,370</b>	
<b>Sandy Muirhead</b>									
<a href="#">40601</a> Wall/Loft Insulation	25,000	-	-	25,000	-	-	25,000	-	Money will be spent quickly during Autumn & will be completed by Jan 2013
<a href="#">41203</a> Tennis Courts	-	-	-	-	-	5,000	-	-	Investigating commitments
<a href="#">41206</a> Ashford Rec Playground Upgrade	25,000	-	-	25,000	-	-	25,000	-	Budget to be spent by end of the year
<a href="#">41207</a> Combined Heat & Power	121,600	-	-	121,600	-	-	121,600	-	Installation to take place Jan 2013
<a href="#">41302</a> Parking Handhelds	35,000	-	-	35,000	21,063	3,200	25,000	(10,000)	Purchased and waiting for invoice
<a href="#">41309</a> Critical Ditches	-	10,000	-	10,000	-	-	10,000	-	Looking at re-routing sweeps ditch
<a href="#">41317</a> Car Park Improvements	-	70,600	-	70,600	26,364	-	80,600	10,000	Parking improvements project tendering due with a projected start date of Jan 2013. Overspend could be funded by underspend on parking handheld devices
<a href="#">41629</a> Day Centre EE Lighting	-	-	-	-	7,848	-	7,848	7,848	SALIX project monies from SALIX fund complete by March 2013
<a href="#">41631</a> Elmsleigh CP Lighting	-	-	-	-	2,600	-	2,600	2,600	SALIX project monies from SALIX fund complete by March 2013
<a href="#">41632</a> White House depot lighting	-	-	-	-	13,029	-	13,029	13,029	SALIX project monies from SALIX fund complete by March 2013
<a href="#">42037</a> Biffa Award Match Funding	-	8,700	-	8,700	-	-	8,700	-	Work involving Shortwood pond - This will be spent as it is match funding for external bid
<a href="#">42049</a> Hawke Park	-	-	-	-	1,091	909	10,000	10,000	To be funded by the capital receipt received from the county council
<b>Total</b>	<b>206,600</b>	<b>89,300</b>	<b>-</b>	<b>295,900</b>	<b>71,995</b>	<b>9,109</b>	<b>329,377</b>	<b>33,477</b>	
<b>Total For Other</b>	<b>1,244,400</b>	<b>158,000</b>	<b>(13,000)</b>	<b>1,389,400</b>	<b>318,074</b>	<b>207,657</b>	<b>1,271,408</b>	<b>(117,992)</b>	
<b>GRAND TOTAL</b>	<b>1,551,000</b>	<b>158,000</b>	<b>(13,000)</b>	<b>1,696,000</b>	<b>495,663</b>	<b>207,657</b>	<b>1,578,008</b>	<b>(117,992)</b>	

# Overview and Scrutiny Committee

4 December 2012

Agenda Item: 9



<b>Title</b>	Developing the Borough – maximising our assets and opportunities		
<b>Purpose</b>	For Information		
<b>Report of</b>	Assistant Chief Executive	<b>Confidential</b>	No
<b>Cabinet Members</b>	Councillor Gething Councillor Grant Councillor Forsbrey	<b>Key Decision</b>	No
<b>Report Author</b>	Joint report - Keith McGroary (Community Safety & Economic Development Manager), Heather Morgan (Head of Planning and Housing Strategy), Dave Phillips (Head of Asset Management)		
<b>Summary</b>	<p>The purpose of this report is to inform Overview and Scrutiny on the co-ordinated work being undertaken by asset management, economic development and planning on maximising asset and economic opportunities within Spelthorne. Three key issues which emerge:</p> <ul style="list-style-type: none"> <li>• Planning policies</li> <li>• SEED and partnerships</li> <li>• Efficient use of assets (income, economic development, community)</li> </ul>		
<b>Financial Implications</b>	This report is for information and discussion. There will be for individual elements moving forwards but these will be addressed at the appropriate time as necessary		
<b>Corporate Priority</b>	Service and Support		
<b>Recommendations</b>	<p>For Overview and Scrutiny to:</p> <ul style="list-style-type: none"> <li>• Note the contents of the report and progress to date</li> <li>• Give views and feedback on what Overview and Scrutiny would like to see in terms of future policy direction</li> </ul>		

## 1. Background

- 1.1 The Chairman of Overview and Scrutiny Committee requested a report on 'Developing the Borough – maximising our assets and opportunities'. The report will cover two main areas (although it involves three inter-related areas of work within the Council - economic development, asset management and planning).
- 1.2 The first covers economic development, the second covers community promotion. Under economic development the report will set out where we are in terms of developing an economic strategy for the borough. Linked with this, the report will cover how we are planning to utilise our assets to help deliver economic development.
- 1.3 The second area will focus on how we are using our assets to support our communities.
- 1.4 All of this ties in very clearly with one of the Council's five priorities which were agreed at Cabinet on 20 November and are due to be considered by Council on 13 December.
- 1.5 Efficient use of Assets
- "We will ensure that the Council makes the best use of its land, assets and financial reserves to generate income to help balance our budget; to support future economic development plans; or for community benefit."*

## 2. Key issues

### **Economic strategy for the borough**

- 2.1 Economic development cuts across a number of areas of work within the Council, and it recognised very close working is needed in order to bring about successful, and sustainable economic development that meets the needs of the community. The main strands which are covered in this section of the report are the current policy direction in the Local Development Framework (LDF), the priorities and actions being delivered by the Spelthorne Environment and Economic Development Group (SEED), and relationship building with major employers in and adjoining the borough.

### ***Planning***

- 2.2 The Council has a broad economic framework and direction set out in the adopted Local Development Framework (LDF) which is aimed at ensuring the overall health of the economy. Policies are framed to give a positive message, rather than one of constraint or restraint. Strategic policy (SP3) specifies that
- "The Council will maintain the employment capacity of the Spelthorne economy by maintaining well sited larger Employment Areas and supporting the renewal and improvement of employment floorspace to meet needs. It will support initiatives to improve the skills of the local workforce."*

- 2.3 Policy EM1 is designed to:
- protect designated employment areas (11)
  - encourage proposals for redevelopment and extensions that enable business need to be met and make most effective use of available employment land
  - refusing loss of employment land or floorspace unless the replacement will more effectively meet needs
  - allowing mixed use schemes in town centres where there is no loss of employment floorspace.
- 2.4 Policy EM2 makes it clear that the Council will allow further employment development on existing employment land outside the designated employment areas where it can be demonstrated the development can take place in an acceptable way.
- 2.5 On the retail side, Strategic Policy SP4 specifies that
- “The Council will ensure that town centres and local centres remain the focus for retailing in the borough.*
- It will seek the improvement of Staines as the principal town centre serving north Surrey. It will make provision for further retailing and related services, and support employment development. Improvements in access to the town centre, particularly by non-car based modes will be encouraged.*
- It will maintain the role of Ashford, Shepperton and Sunbury Cross as local shopping centres and seek opportunities for their improvement.”*
- 2.6 Building on this, policy TC1 for Staines-upon-Thames town centre looks to maintain the role of Staines-upon-Thames and contribute to its vitality and viability, by:
- Making provision for a further 32,000m<sup>2</sup> of retail floorspace (by 2020)
  - Encourage measures to improve traffic management in the town centre and requiring improvement where necessary in connection with major developments in the town centre
  - Managing our car parks to meet demand from shoppers
  - Continue to work with its partners to ensure the effective management and improvement of the town centre environment.
- 2.7 At a site specific level there are initial planning briefs for Bridge Street car park and the Elmsleigh centre western and southern extension, both of which clearly set out our expectations for these sites (residential for Bridge Street and a comprehensive scheme delivering substantial additional retail floor space for Elmsleigh).
- 2.8 The policies and briefs set a clear view at the time that the LDF was adopted back in 2009. However, it is accepted that nothing ‘stands still’ and the radically changed economic climate means that we need to look afresh at the issue.
- 2.9 Members may be aware that in March of this year, all current Planning Policy Guidance was replaced by the new National Planning Policy Framework. All

Councils are going through an assessment of their LDF in light of the new guidance to see whether evidence or policy needs to be looked at afresh. A report will be going to the next LDF Working Party early next year dealing with this very issue. One of the areas we have already identified is the employment land review, which will then feed into a wider economic assessment. Evidence coming out of this will help in setting the context and will help to underpin a local economic assessment for the borough.

- 2.10 Using this assessment, we will be able to develop an economic strategy which will allow us to operate more strategically with resources around the key economic priorities that are identified.

***Spelthorne Environment and Economic Development Group***

- 2.11 A second strand from an economic point of view is the Spelthorne Environment and Economic Development Group (SEED) which is a business led arm of the local strategic partnership. Three sub groups have been set up to develop the council and partnership response to:

- (a) Skills, education and training
- (b) Economic Development
- (c) Planning, infrastructure and environment

Each of the above groups have a mixed membership of councillors, officers and people from the private and public sector.

SEED itself is the overarching body which sets the priorities for the coming year, and that the 3 above groups report back to on progress. It is likely that the drivers behind these three sub groups will remain constant, and will no doubt be an important consideration when moving forward to adopt an economic strategy for the borough.

- 2.12 It is worth noting that SEED has also been very focused on raising the profile of the borough as a place to visit, highlighting our River Thames frontage and advocating the name change to Staines-Upon-Thames and the visithames website.

***Relationship building***

- 2.13 We recognise that it is crucial to build and maintain mutually beneficial working relationships. It is particularly important to do so with the business community and the major players. Time and resource has been put into working with organisations such as BP, Shepperton Studios, Brooklands College and Heathrow. When dealing with planning proposals, we fully recognise the importance that these employers have in the local and wider community. Where possible we work to develop solutions which facilitate growth and expansion, but always in the context of the wider planning policy framework.
- 2.14 However this is not at the expense of the smaller enterprises, which represent the vast majority of businesses in the borough. The Spelthorne Business Forum (which we facilitate) is a thriving group which provides for networking opportunities. In addition, we have attended the Heathrow 'Meet the Buyers' event and promoted opportunities for local businesses to procure services from the Council.



### **Strategy**

- 2.15 We do not, as yet, have a clearly developed strategy which sets out in one document our priorities and how we will deliver these. However, as is clearly evident from the information in the section above, the Council has a broad policy framework, the SEED group has clear priorities and beneficial relationships are in place with the major employers and smaller businesses. These are very strong foundations on which to build a clearly developed economic strategy. In recognition of this, there is a commitment in the Corporate Plan (going to Council on 13 December 2012) to “develop and promote a borough-wide regeneration strategy, consulting outside agencies and key partners to establish the best way of taking this forward.”
- 2.16 Views would be welcomed from the Overview and Scrutiny on what future direction they would like to see, which could then help to inform the development of the strategy.

### **Use of Assets for economic development**

- 2.17 The Council has a number of key assets within Staines town centre in particular. These include the freehold of the Elmsleigh shopping centre (plus the surface and multi-storey car park), Tothill, Riverside and Bridge Street car parks and Memorial Gardens. We also have a short leasehold interest in Kingston Road car park. Clearly, these assets provide the majority of parking within the town centre (the other main area being Two Rivers). They are key, both in terms of bring in a substantial income to the Council, but also in ensuring sufficient capacity to maintain the vitality of the town centre. As we receive a share of the monies from the Elmsleigh shopping centre it is clearly in the interests of the Council to ensure that viability is not compromised through lack of parking.
- 2.18 In order to move forwards on developing a long term strategy on the use of these assets a parking study has been commissioned which will identify our parking requirements for the next 10 years. The final study is expected before the end of 2012. This will inform how we then move forward. It is only at this stage that we will be in a position to reach a view on Bridge Street car park. (Members will no doubt recall that permission was granted subject to a legal agreement a few years ago for 144 residential units, which was never issued).
- 2.19 Any longer term strategy for using these assets will need to consider the (1) economic (2) income (3) community opportunities and reach a view on how best to achieve these. It is not necessarily the case that economic development will be the primary driver and it may well be that we need to have a ‘mix and match’ approach, However, until such time as we have all the relevant information there is no certainty on this. We also need to bear in mind that there may be planning and environmental factors which have to be taken into consideration.
- 2.20 Parking is one key component for a successful town centre. One of the others is ease of access. S106 highway monies unspent from the Two Rivers development are being used to fund a Staines Upon Thames Transport Study (along with SCC). This study will look at the current network, blockages and possible solutions. Wider public consultation will need to follow before final decisions are reached. This final study is not expected until late summer of 2013 (due to the detailed technical work which has to be undertaken). It is important to note that the study will set out possible solutions and their

relative costs. These will be incorporated into the Community Infrastructure Levy (CIL) which we are looking to adopt by April 2014. Crucially this will enable us to ask for financial contributions towards schemes as part of future negotiations on large scale town centre developments.

- 2.21 Linked to this, early discussions are taking place with a company called Ultra (75% owned by Heathrow Airport) who are keen to promote a Personal Rapid Transit system from T5 to Staines town centre. We are currently working with them to put a funding bid in to the Heathrow Public Transport Forum to secure £210,000 towards a detailed feasibility study. SCC have also been approached for funding, and to see if they are willing to utilise Kingston Road car park for a PRT station/Connection to the mainline rail system.
- 2.22 Assets elsewhere in the borough which largely provide a community benefit are covered in the following section of the report. Work has been progressing on a number of sites in the borough, which will provide an on-going income stream to the Council as well as providing valuable facilities for the local community. Planning applications have been submitted for use of Bishop Duppas for a nursery facility and for the development of a café/restaurant in Manor Park (and lease arrangements are in place). Ideas are currently being considered for other council facilities such as Laleham Park. Options for a number of other sites are at the initial stage of exploration.

### **Supporting Community Groups**

- 2.23 The Council has for many years used its land and property assets to (1) support community groups, and (2) raise income from commercial lettings. In recent years, with the difficult financial circumstances all local authorities are facing, we have had to reduce the amount of financial support we have historically provided in order to maintain our own direct service provision.
- 2.24 The type of support that has been given takes various forms: loans, grants, sharing of facilities and reduction in rates where the groups have a charitable status. The Council is still actively engaging with community groups to try and support the various activities the groups provide to residents, whilst trying to balance the letting of our facilities to the commercial sector to raise much needed revenue income.
- 2.25 In order to give councillors an idea of the way we utilise our assets **Appendix 1** shows all our property assets that have a community connection. The Council also has an Asset Register (extract at **Appendix 2**) that is constantly being updated to reflect the day to day management of the Council's assets.
- 2.26 The Register has 680 individual entries to identify all the different types of assets (a copy of which is left in the Members room) and are captured on the Council's Geographical Information System (GIS) mapping system and accessible via Spelnet.

2.27 A summary of the information contained in the Asset Register is shown in the table below.

Total area of land in Councils ownership	800 acres approx.
Total gross internal area of all buildings	68,000m <sup>2</sup>
Total income from all assets	£1.6m approx. (plus £1.8m income relating to car parks)
Total cost of planned/responsive maintenance	£756,800 pa
Total cost of utilities	£263,000 pa
Total number of community groups using Spelthorne sites	76
Total asset book value	£42.8 million

2.28 The Council's latest Asset Management Plan covering a period of 5 years (2009-2014) is being completely reviewed to reflect the level of change in the economy over the last few years, and the far more challenging financial situation that the Council is now facing. Historically the Council has taken a very risk adverse approach to asset related investments but the current financial pressures are forcing the Council to consider more challenging options.

2.29 Property assets are recognised as a very significant and valuable resource. A valuation of all principal Council property assets is undertaken on a 5-year rolling programme basis of 20% of the stock per annum. The asset book value, based upon its current use as at the last update, 1<sup>st</sup> April 2012 is approximately £42.8million. It is therefore vitally important that assets are fully and effectively used in the delivery of the Council's functions, are fit for purpose, appropriate for current and future needs, and are adequately maintained.

2.30 The Corporate Plan includes the efficient use of assets as one of its key priorities (as this is being considered by Council on 13 December). This is likely to affect how we strategically manage our assets in future. However, at Executive on 20<sup>th</sup> November 2005 the Council adopted the following principles for the management of its estate:

- Assets are critical to the maintenance and improvement of services
- Assets are a means to an end, not a resource in themselves i.e. the Council holds for service delivery purpose.
- Assets are a corporate resource and the Council manages its assets strategically and sustainably at a corporate level to deliver its corporate priorities.
- The Council will not seek to acquire or hold non-essential assets unless they are linked to regeneration or else their use produces rental income that helps support the Council's key priorities or policies.
- The Council will encourage dual use of its assets and those of other public bodies.
- The Council will seek to maximise the return on its non-operational assets. Where use of these assets is by a registered charity or community group which supports the Council's priorities, the Council

will consider applications for support for such charities or groups through its grant process rather than by rental reduction.

### ***Income Generation at Knowle Green***

- 2.31 Over the last three years we have had a policy reducing the amount of space occupied at Knowle Green in order to free up areas which can be let to other parties. This has enabled us to generate income to support the Council's revenue budget. In order to achieve this we have taken advantage of internal restructuring and more flexible working.
- 2.32 By bringing in other parties we have not just focused on income generation. In particular we have looked to improve communications and join up service provision between teams we operate and other partners in order to provide a better service for residents. For example, when the Police moved into the third floor in the West Wing we moved our Community Safety team alongside, which has resulted in closer working. Similarly when SCC Social Services staff moved in we placed them adjacent to voluntary sector organisations and our Independent Living team.
- 2.33 The organisations we currently have in Knowle Green are as follows:

#### **Rental paying organisations**

<b>Organisation</b>	<b>Floor</b>	<b>Sq Ft</b>	<b>Lease Charge P.A.</b>
<b>Enterprise Zone-Richmond Fellowship</b>	Ground		£1,800.00
<b>TIROMA Ltd/Robertson Technologies</b>	Ground	164	£3,545.00
<b>Kempton Carr Croft</b>	3rd		£1,995.00
<b>SCC Social Care Teams</b>	1st & 2nd	2367.93	£49,726.53
<b>SCC Community Partnership</b>	3rd		£5,000.00
<b>Surrey Police</b>	3rd	2,650	£62,200.00
<b>Trevor Baylis Brands</b>	3rd	950	£20,995.00
<b>Total</b>			<b>£145,261.53</b>

- 2.34 It can be seen from the above that we are currently achieving £145k income per annum through letting out Knowle Green.

- 2.35 We also make space available for a number of partner voluntary sector organisations which complement the work of the Council in areas such as Independent Living, and Housing. These are listed below:

**Voluntary organisations (no income stream)**

<b>Age Concern</b>	2nd	£0.00
<b>Alheimers</b>	2nd	£0.00
<b>Carers Support</b>	2nd	£0.00
<b>CREST</b>	2nd	£0.00
<b>Crossroads</b>	2nd	£0.00
<b>One to One</b>	2nd	£0.00
<b>Rentstart</b>	Ground	£0.00

- 2.36 A piece of work is currently underway to review the all the occupation by commercial and voluntary sector to establish the need underlying cost of services supplied to these organisations.

***The Future – Public Sector Hub***

- 2.37 The Council is looking to increase the proportion of space it lets out at Knowle Green. It is currently in discussions with Surrey County Council to explore the potential to create a “Public Sector Hub” at Knowle Green. This would bring in more staff from the County, providing more joined up services for our residents, as well as reduced running costs and additional income for the Council. We had initially explored with the PCT and the Probation Service whether the Health Centre at Knowle Green and the Probation Offices at Swan House would become part of the project but at present that does not look likely.

The objectives of the Hub would be to:

- Improve customer satisfaction and increase scope of facilities to serve citizens
  - Maximise reduction in overall floor space occupied by the public sector
  - Deliver improved overall space usage ratios through more effective use of space
  - Reduce overall property running costs for participating organisations
  - Reduce overall backlog maintenance liability for participants
  - Provide rental income from lettable space (used to offset accommodation costs)
  - Flexible space to allow for future changes in demand
  - Provides an integrated and collaborative solution for public sector partner organisations in Spelthorne
  - Minimise disruption to service delivery
- 2.38 The proposal which is being worked up would involve the refurbishment of Knowle Green which would address backlog issues totalling £2.7m; SCC

disposing of their Fairways Social Services Centre and moving some of their staff and services into Knowle Green and closing one of their other Social Services offices. The County would put any capital receipts realised from freeing up of their sites into the scheme.

- 2.39 A joint report has been commissioned by Surrey County Council and Spelthorne Borough Council which will be going to December Cabinet. This will set out the extent to which there is a sufficiently robust business case to justify commissioning a detailed feasibility study to work up a fully developed proposal. The feasibility work would draw up detailed plans, address planning issues and would take approximately 12 months. Building works would then take approximately a further 18 months.

### **3. Financial implications**

- 3.1 This report is for information and discussion. Any specific considerations for individual elements moving forwards will be addressed at the appropriate time

### **4. Other considerations**

- 4.1 This report is for information and discussion. Any specific considerations for individual elements moving forwards will be addressed at the appropriate time.

### **5. Risks and how they will be mitigated**

- 5.1 As this report is for information only, it is not feasible to cover all the possible risks and mitigations for the individual areas which this report covers. It will however be covered as specific projects and areas of work move forward.
- 5.2 There is a limited risk that not all parts of the Council will be aware of the cross cutting work which is taking place in this area. Appendix 3 sets out how the different groups within the Council co-ordinate with one another to minimise this risk.

### **6. Timetable for implementation**

- 6.1 Not applicable.

### **Background papers:**

None

### **Appendices:**

- Appendix 1 Property assets with a community connection  
 Appendix 2 Asset register (copy of full register in Members Room)  
 Appendix 3 Links between decision making bodies (Council)

## Overview & Scrutiny Committee - Tuesday 4 December 2012

### Briefing Paper from the Head of Sustainability and Leisure


#### Leisure Centre Contract – Maintenance and Customer Comments

1. Background
  - 1.1 SLM have a full repairing lease for both Spelthorne and Sunbury Leisure centres and therefore have responsibility for the maintenance at both sites. SLM have in place an online workplace asset management system (WAM) for both sites which centre staff can access, log any maintenance issues and assign it a priority level according to how urgent it is. Jobs can then be allocated to a member of the team using this system and staff can update the system when the job has been completed, delayed or escalated. SLM also have a tabulated planned preventative maintenance (PPM) monthly schedule which is part of this online system so planned work can be undertaken to help prevent issues occurring. Last month 85 items were raised for Spelthorne Leisure Centre and 84 were completed. At Sunbury Leisure Centre 62 items were raised and 48 jobs were completed. The previous month saw 80 items raised at Spelthorne and 80 jobs completed while Sunbury raised 58 and completed 42.
  - 1.2 Spelthorne Borough Council monitors the maintenance of the centre in a number of different ways. The Sport and Facilities Manager has online access to the WAM system and can view issues that have been raised. Regular site visits are also made and any items noted are either brought up at the monthly meeting or discussed directly with the operations manager or general manager either by email or over the phone. Spelthorne Borough Council's asset team also contract a company called Ridge to conduct building inspections every 6 months and produce Mechanical and Electrical reports and building control surveys to highlight any issues and ensure the appropriate level of maintenance is being undertaken. Tom Devin consultants are also contracted on an annual basis to inspect the pool plant at each site
  - 1.3 Maintenance is an item on the agenda for the monthly meetings which the sport and facilities manager has with the centre managers and operations manager. It is also on the agenda for the quarterly meetings which the head of Sustainability and Leisure and the Cabinet member for Leisure also attend and the 6<sup>th</sup> monthly reviews which in addition to those already mentioned are attended by assistant Chief Executive, Liz Borthwick and the area and regional managers for SLM. Next steps for these meetings are written up and taken to the next meeting for discussion and to check outstanding items are being actioned
  - 1.4 Customer satisfaction is monitored in a number of ways. Customers are able to leave comments in various ways. There are customer comment forms at reception which customers can complete and there is also an electronic

customer feedback standpoint in the reception area. A verbal comments book is also kept on site so members of staff can record verbal comments they receive. This book provides a number next to the comment so customers can follow up their comments at a later date. Comments can also be emailed to the centre manager using the email address provided on the website and both centres also have Facebook pages where customers can post comments. SLM's company standard is that they will listen, value and respond to all comments made by customers and will look to respond to comments within 10 days. A copy of SLM's company procedure is attached to this report. All customer comments are recorded on a spreadsheet and a copy is forwarded to the Sport and Facilities Manager and the Portfolio holder monthly. A summary of the comments and the action taken is also displayed on the customer noticeboard at each centre. In addition to this customer forums are held with centre managers and representatives of Spelthorne Borough Council including the portfolio holder which customers can attend and feedback directly to managers

- 1.5 When filling in comment forms customers are asked to rate the centres on a number of different areas. In the first quarter of this year 19% of customers rated Spelthorne as excellent with 29% rating the centre as very good and 21% as good. Quarter 2 saw excellent ratings at 40% with 26% rating very good and 20% rating good. Figures for the first quarter at Sunbury saw 8% of users rate the centre as Excellent with 44% rating very good and 26% good. Quarter 2 saw 16% of users rate Excellent, 35% very good and 22% good.
- 1.6 Attendance figures at the centres can also be used as a sign of customer satisfaction. Up until the end of August attendances had increased on the same time last year with attendances at Spelthorne increasing by 7.82% ( an increase of 24,944 attendances) and attendances at Sunbury increasing by 9.42% (18,584 attendances). In September Spelthorne Leisure Centre won a gold award in the category of best club with over 2000 members in the UK at the annual National Health Club awards which are voted for by members. Earlier in the year SLM won the Operator of the year award for the 3<sup>rd</sup> year running at the Fitness Industry Associations Fitness Leadership and Management Excellence (FLAME) awards.



 <b>everyone</b> <b>ACTIVE</b> The Everyone Active Management System (TEAMS)			
Reference	Procedure:	Issue No:	Updated:
<b>16</b>	<b>Customer Feedback</b>	One	October 09

**Company Standard:** The Company will listen, value and respond to all comments made by customers.

The Company will look to respond to all comments within 10 days.


**Procedure: General Managers Responsibility**

- Display Customer Charter, EA24 'Have Your Say' Forms, and 'Have Your Say' response Box.
- Create an area where it is easy for the customer to complete EA24 'Have Your Say' Forms with a pen and table to lean on.
- Ensure EA26 Verbal Comments Log Sheets are set up at all Reception's (Reception, Gym, Soft play) where colleagues are present for a period of the day.
- Allocate a Manager to be responsible for gathering, analyzing and reviewing customer comments.
- Ensure all e-mail comments are responded to within 10 days and passed to the Manager Responsible for Customer Comments to review and record on the EA108 Customer Comment Spreadsheet.
- Undertake Quarterly Management Forums (that include invites for groups and stakeholders).
- Discuss Customer Comments as an agenda item at Management Meetings and implement actions that will improve the service.

**All Colleagues Responsibilities**

If a customer tells you about their experience at the Centre (whether it is a compliment, suggestion or complaint.)

- Listen to them.
- If it is a suggestion or complaint, consider if there is anything you can do.
- If you can, inform them what you will do and then do it.
- If you need to let another colleague know, inform them that you will pass it on to the appropriate person.
- Ask if they would like a response if they do inform them they will be responded to within 10 days and responses will also be published on a monthly basis on the Customer Feedback notice board.
- Record the details on the EA26 Verbal Comments Log Sheet at Reception or complete an EA24 'Have Your Say' Form adding the individuals details if they need a response.
- Any request for a refund should be directed to the Duty Manager who will follow the refund procedure in the finance manual.

 The Everyone Active Management System (TEAMS)			
Reference	Procedure:	Issue No:	Updated:
<b>16</b>	<b>Customer Feedback</b>	One	October 09

**Manager responsible for Customer Feedback Responsibilities.**

- Gather all verbal, e-mail and EA24 ‘Have Your Say’ Forms.
- Ensure all comments are responded to appropriately within 10 days.
- Summarise monthly customer comments on EA108 Customer Comment Spreadsheet and display EA25 Customer Comment Summary on the customer feedback notice board.
- Post a summary of last months comments on the G drive by the 12<sup>th</sup> of the following month.
- File all comments with responses attached in the customer comment file; place the monthly summary at the start of each month’s section.
- Take minutes at Quarterly Management Forums.
- File the Quarterly Management Forum minutes in the Meeting Minutes File
- Raise all comments at Management Meetings so actions can be determined that will improve the service.

**Regional Health and Safety / Quality Manager**

- Review sites comment summary monthly and review with General Manager during next site visit.

**Related Internal Forms:**

- [EA24 ‘Have Your Say’ Form](#)
- [EA25 QA \(You said..we did\) Summary](#)
- [EA26 Verbal Comments Log Sheet](#)
- [EA108 Customer Comment Spreadsheet](#)
- [EA147 Corporate Meeting Agenda](#)
- [EA148 Meeting Minutes Template](#)
- [Corporate Comments Summary March 2011- April 2012](#)
- [Corporate Comments Summary March 2012 – April 2013](#)

**Filing**

File all comments with responses attached in the **Customer comment file**.  
 File the Quarterly Management Forum minutes in the **Meeting minutes file**.

**External References:**

Quest CR2

## Overview and Scrutiny Committee – Tuesday 4 December 2012

### Briefing Paper from the Head of Sustainability and Leisure

#### Update Report on Recycling and Food Waste Collection and associated activities

#### 1. Background

- 1.1 In October 2011 a food waste collection scheme was introduced alongside the alternate weekly collection system. Since then and with maximisation of the use of our current garden waste scheme the recycling rate has increased from 36% in early 11/12 to 41% for the quarter April to June 2012 and 46.8% July to September 2012.
- 1.2 However, the aspirational recycling target for Surrey is 70% by 2014. This target is based on both Community Recycling Centre rates and district and borough collection rates. This then equates into a 64% target for districts and boroughs and most districts and boroughs have now pushed their recycling rates into 50% and above. In order for each Borough to plan future activities to increase recycling and reduce waste, as part of the Surrey Waste Partnership Joint Municipal Waste Management Strategy, we have developed a waste action plan endorsed By Cabinet June 2012 (attached) which helps map out the route towards this target.
- 1.3 However, due to the demographics and type of housing in the Borough it will take significant work to achieve a 64% target so a more modest target of 58% for 2014 has been set. The table below shows the recycling rates to date:

	11/12	April-June 2012	July-Sept 2012
Recycling mixed recyclables	30%	24.5%	29.7%
Garden waste	7.9%	10.7%	10.9%
Food waste	3.3%	6.3%	6.2%
Total	41.2%	41.5%	46.8%

- 1.4 The food waste scheme has been successfully implemented. However, in relation to rubbish and recycling we were noticing a degree of contamination. As a result we have been increasingly proactive in enforcing policies on no side waste or contamination of recycling and ensuring greater communication to residents of the issues and what should or should not go in bins.
- 1.5 Contamination is an issue because if a load delivered to the materials recovery facility was rejected because of contamination it would be sent for incineration. As each load is at least 7 tonnes this would cost Spelthorne £700 as gate fees are £100/tonne.
- 1.6 Below are noted key actions to assist us to move towards a higher recycling rate and address the issues raised above. We are also working in partnership wherever possible with managing agents of flats as well as residents to

ensure those on alternate weekly collection schemes can participate effectively.

- 1.7 In recognition that we had a core of properties which could not be addressed by an alternate weekly collection schemes a bid was submitted to DCLG and awarded so those 2000 properties which still need a weekly rubbish collection can also be provided with a food and recycling collection service (noted in separate report).

## 2. **Spelthorne Recycling and Food Waste Actions:**

- 2.1 The following actions/activities have been undertaken this year to assist in increasing recycling rates:-

- Love Food Hate Waste campaign in first three months of 2012 undertaken with Surrey County Council to assist in promoting food waste reduction and our collection scheme.
- Regular Provision of information in the Borough Bulletin
- New Occupier Leaflet providing information on our rubbish and recycling schemes to go out with packs sent to new householders.
- Love Food Hate Waste/Recycling Road shows in autumn 2012- were very successful and managed to reach around 1000 residents. (A press release went out about the road shows released week commencing 22 October)
- End of School day Road shows- Road shows have been held with parents at 5 primary schools around the Borough at the end of the school day. These have been very successful and well received and engage a key audience -busy families, which tend to generate food waste. We will be looking to go to further schools gates in the future as the feedback on the information received from us at these road shows has been very positive.
- In certain areas we had some concerns regarding participation in the Borough's recycling scheme. Therefore, a letter was sent to residents who hadn't put their recycling bin out 4 times or more within a 3 month period (sent to 700 homes). We had a mixed response, and notes of reasons why were taken from addresses who called.
- A letter was sent to residents who had contaminated their recycling bin 2 times or more within a three month period. (Sent to around 400 homes) again a mixed response reasons were noted from those who called back Subsequently, in another recent assessment of contamination in the identified areas, we have seen a decrease in contamination. Despite consistent messaging of no plastic bags in recycling bins these still are a very common form of contamination.
- School waste audits and food waste implementation- In those areas where collection tonnages for food waste are lower and the vehicles have capacity we are introducing schools on to food waste collections. A visit to the schools was undertaken to review waste quantities and how food waste could work within the kitchens and around the school. Three schools are due to start food waste collections from November 5.  
Other schools visited were:
  1. Our Lady of the Rosary
  2. Stanwell Fields
  3. Town Farm

All these schools are now ready to move on to food waste collections. We will then start to look at other primary schools and then move on to secondary schools.

- A school poster competition about food waste/recycling for schools is currently being undertaken and the winning poster will be made into an Agripa sign for the side of one of the refuse vehicles.
- Newsletters to schools:- we have now agreed with most schools that information can be regularly put into their newsletter that goes to all parents, information on Christmas collections and food waste over Christmas will be going out in December.
- Lighten the Load week- white goods and vacuum cleaners were collected free of charge for residents. This was very popular with residents and many had to be turned away due collections at full capacity. The Lighten the Load week's figures and tonnages are currently been reviewed.
- A2Dominion have agreed to purchase three recycling bin housing units for Annett Close, Shepperton. These have been purchased and should be installed ready for Christmas. Once installed a press release will go ahead to promote the partnership working. These units assist in ensuring that only recyclables can be put in the right bin thus avoiding contamination problems at such sites. They also, can be attractive colours or patterns and therefore make the site more attractive. If it is successful we hope the scheme can be rolled out to similar sites.
- Officers have been attending Street Meets with A2 and the police. It has now been agreed by A2 that to any future Street Meets Spelthorne officers will be invited. They have now stopped for winter and will recommence in March.
- Continuing to work with streetscene on flats moved/moving to alternate weekly collection. When a new site moves over communication is important to make recycling as easy as possible. Therefore, wherever possible reusable bags have been supplied for flat occupiers to carry their recycling in to the bin areas and clear leaflets been provided. Also on delivering these doors are knocked on to engage with residents wherever possible. Tree-cycle this will be free collection of your real Christmas tree while garden waste collections have stopped over December and January.
- Collections will take place between 7-18 January. The trees must be out ready for collection on the given collection day. This has been advertised in the Bulletin and will be going on the website nearer the time. The normal Christmas tree drop off points will still be available for residents.
- Agripa signage on dustcarts advertising recycling, food waste and garden waste schemes - designs are currently on hold but it is hoped work with communications to get new designs sorted as soon as possible for implementation after Christmas.
- Looking to start up a twitter/face book page for recycling- we are going to try to reach companies that sell food waste liners to advertise on the site as on line purchase can be cheaper. A key point that came out of the road shows was where to buy the liners and that they are expensive to buy (which is why some residents have stopped using the food waste collection system once the liners we supplied ran out). Also any updates and helpful hints and tips can be posted on the pages. This is currently being discussed with the communications team with a view to getting the pages up and running after Christmas.
- We do not have the detailed data for food waste that we have for recycling and rubbish collections. We consider that participation is low in certain areas

and also feedback from the road shows has indicated there is some concern about the cost of the food waste caddy liners. As a result Surrey CC is looking to see if they can supply liners at a cheaper price via libraries.

- Close liaison with Planning to ensure new developments have appropriate bin stores.

### **3. Conclusion**

- 3.1 These activities have had a positive effect on our recycling rates. The implementation of policies over the summer has certainly resulted in the recycling rate for the dry recycles (co-mingled) increasing back to 2011 levels.
- 3.2 Many of the other actions listed above have been implemented over the summer into the autumn and therefore we will not see their impact filter through until Oct-Dec quarter.
- 3.3 It is widely recognised that a continual supply of information on recycling is required to residents to keep recycling rates up.

### **4. Future issues**

- 4.1 We will continue to work in partnership across Surrey to address a range of issues including:-

- i) Greater reuse opportunities for household items
- ii) Recyclables markets
- iii) Best practice in flat collection systems both within and outside of Surrey
- iv) Joint procurement opportunities including a waste data management system. This system will give us real time data rather than as currently having to wait 3 months for data verification through waste dataflow. This will result in admin savings from manual inputting of data and enable us to be more responsive to data issues.
- v) Recycling of other materials especially tetrapaks and other plastics
- vi) Observe closely the pilots in Mole Valley and Woking to collect for recycling absorbent hygiene products as these make up about 25% of the residual waste stream

- 4.2 Waste collections are a highly visible service we provide to residents but also a costly service and potentially waste can be environmentally damaging. We will continue to focus on providing an efficient service but through joint working seek further opportunities to maximise the value of waste to the benefit of the Council.

Sandy Muirhead - Head of Sustainability and Leisure



Surrey  
Waste  
Partnership

# A Plan for Waste Management: Action Plan 2012- 2014

[Spelthorne Borough Council]

# Contents

**Section 1 Introduction**

**Section 2 Strategic Direction**

**Section 3 Current Performance**

**Section 4 Spelthorne Borough Council Targets**

**Section 5 Action Plan**



## **Section 1 Introduction**

### **Purpose of document**

- 1.1 This document details how Spelthorne Borough Council will contribute to the delivery of the revised strategy of the Surrey Waste Partnership September 2010, 'A Plan for Waste Management', by way of an action plan. The action plan highlights intended projects or initiatives, attached costs, timeframes and potential to work in conjunction with other Surrey authorities in order to achieve targets defined within the strategy to deliver efficient and effective waste management in the county.
- 1.2 The Plan for Waste Management aims to present a sustainable future for Surrey through efficient management of resources. The vision for the county is to reach a 70% recycling, composting and reuse target by 2013/14 and to ultimately exceed this target by 2026. The authorities within the Surrey Waste Partnership are committed to delivering lasting and cost effective waste management solutions within the county to protect present and future generations.

### **Surrey Waste Partnership**

- 1.3 The Joint Municipal Waste Management Strategy (JMWMS) was produced by the Surrey Local Government Association (SLGA) in 2006. The SLGA represents the 11 district and borough councils and the county council and is a forum to improve services across Surrey. The Surrey Waste Partnership (SWP), formerly the Waste Members Group of the SLGA, revised the strategy- A Plan for Waste Management-and specifically deals with waste management issues. Officers and members across the Partnership work collaboratively to deliver effective waste management solutions.
- 1.4 Delivering the Plan for Waste Management is a combined effort from the various districts and boroughs along with the county, all of whom have specific functions. The district and borough councils are Waste Collection Authorities (WCAs) and responsible for collecting household waste. The WCAs deliver recycling and composting schemes based on the separation of suitable materials of household waste collected at the kerbside of properties along with general waste. Recyclable materials can also be deposited at recycling facilities which are maintained by the appropriate WCA. General non recyclable, or residual waste, is passed onto the county for disposal. Recyclable or compostable materials are either sent to the county or directly to appropriate contractors depending on arrangements and facilities.
- 1.5 Surrey County Council is the Waste Disposal Authority (WDA) for Surrey. This entails managing household waste received from the WCAs and the provision of facilities for its subsequent treatment and disposal. The WDA provide and maintain Community Recycling Centres (CRCs) which residents can use to deposit both materials which are currently collected from the kerbside and additional, often bulkier items. The county council is also the Waste Planning Authority for Surrey which involves identifying and allocating land suitable for the development of waste management facilities.
- 1.6 The various component organisations of the Surrey Waste Partnership each have a role to play in delivering waste management solutions that are both user friendly and cost effective.

## Section 2 Strategic Direction

2.1 National waste legislation plays a major part in the strategic direction of the Surrey Waste Partnership, most notably The Waste (England and Wales) Regulations 2011, which ratifies the waste hierarchy, (below) the Government Waste Policy Review 2011 and the Landfill Directive. The waste hierarchy provides a range of options based on impact when managing waste, with top priority given to waste prevention. Disposal, at the bottom of the pyramid, is the least favoured option as landfill is both costly and unsustainable.

Fig 1 The Waste Hierarchy 2011



2.2 The Landfill Directive, an element of legislation that supports the waste hierarchy, requires biodegradable waste to either be pre-treated or diverted from landfill altogether. An economic instrument that enables the delivery of certain legislation is the Landfill Tax. The Landfill Tax, which stands at £56 per tonne in 2010/11, will increase to £80 per tonne in 2014/15 in £8 increments. With rising costs of landfill other methods of sustainable waste management need to be utilised and the waste hierarchy offers direction on ways in which to approach this. National legislation supports the use of Energy from Waste facilities as a means of avoiding landfill. Recent technological advances such as anaerobic digestion treat biodegradable waste (eg. food) and simultaneously produce energy therefore doubly advantageous.

2.3 The Surrey Waste Partnership has committed to five key policies (see Table 1) within the strategy to address the existing and future challenges of sustainable waste management in the county.

2.4 A common theme across the policies is the commitment to joint working across the Partnership in order to demonstrate national legislation and directives aimed at carbon reduction and mitigation, resource efficiency and other aspects of sustainable waste management.

Table 1 JMWMS Policy Actions

Policies	
Policy 1) We will work in partnership with each other and other stakeholders to promote sustainable waste and resources management in Surrey, and support national and regional policies for carbon reduction and mitigation as well as net self-sufficiency	Policy 2) We will work in partnership to develop and deliver a coordinated waste education and awareness programme, which focuses on all aspects of sustainable waste management, in line with the priorities of the waste hierarchy
Policy 3) We will vigorously pursue the prevention of waste to achieve continued reduction in waste arisings, through common public messages, lobbying retailers and enforcement activities	Policy 4) We will commit significant efforts and resources to achieve an aspirational household recycling and composting targets of 70% by 2013/14
Policy 5) We will adhere to the waste hierarchy, with residual waste treatment preferred to landfill. Recovery and disposal facilities will be delivered to ensure compliance with the Landfill Directive. We will restrict the use of landfill to 0% by 2013	

2.5 The action plan details how Spelthorne Borough Council intends to adhere to national waste policies; contribute to targets established by the Surrey Waste Partnership; and continue to improve services within the Borough, working in cooperation with other authorities of the Partnership wherever possible. The following section illustrates the county and Spelthorne Borough Council's performance in 2010/11.

### Section 3      **Current Performance**

3.1 Table 2 gives an overall picture of Surrey's performance as a county in 2010/11. The total household waste collected across the county was 513,512 tonnes of which 46.4% was extracted for recycling, composting or reuse.

Table 2 Overall performance of Surrey in 2010/11

Number of households	Total recycled, composted, reused waste-tonnes	Total recycled waste-percentage	Total household waste-tonnes
472,380	238,268	46.4%	513,512

3.2 The total waste collected in each district and borough is detailed in Fig 2 along with how much of that waste was recycled, composted or reused. Spelthorne Borough Council recycled, composted or reused 11,964 tonnes of waste therefore 36.55% of a total 32,731 tonnes of household waste as in Table 3. Fig 3 illustrates Spelthorne Borough Council's recycling, composting, reuse trend from 2006-2011.

Fig 2 Total household waste collected and total waste recycled, composted and reused by the Waste Collection Authorities and Surrey County Council Community Recycling Centres April 2010-March 2011

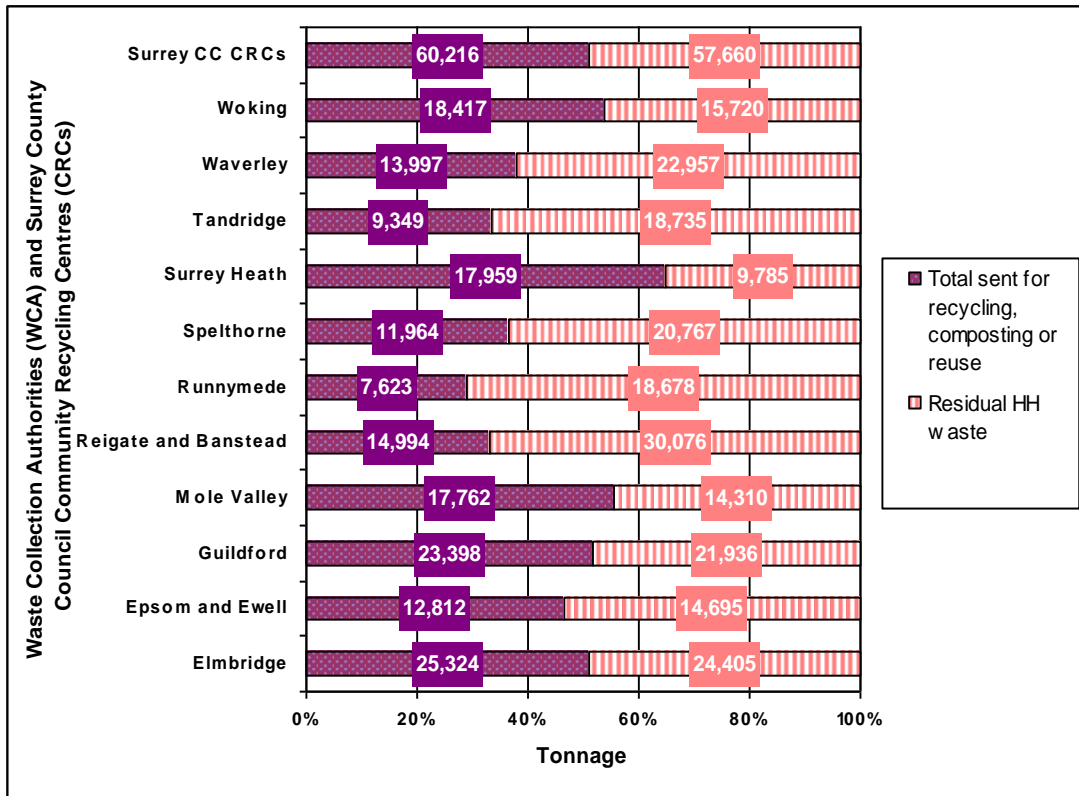


Fig 3 Spelthorne Borough Council household recycling, composting, reuse trend April 2006-March 2011

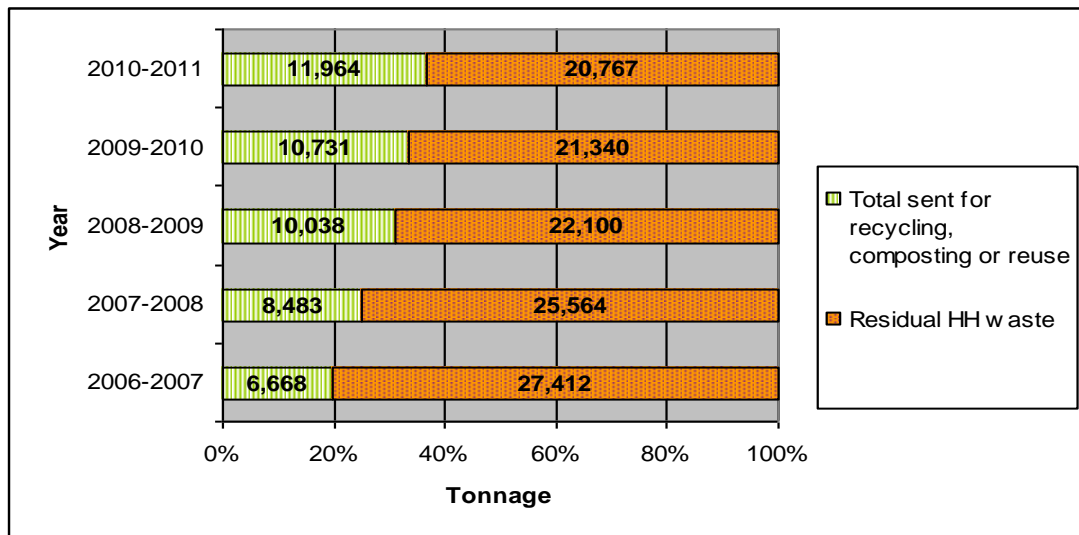


Table 3 Spelthorne Borough Council's performance 2010/11

Number of households	Total recycled waste-tonnes	Total recycled waste-percentage (of total waste)	Total household waste-tonnes	Number of Bring sites
40,870	11,964	36.55%	32,731	22

3.3 Table 4 shows how much of each material available (i.e. collected by the authority) is recycled and how much remains in the residual waste stream. The lower the capture rate the more recyclable material is available to be captured and recycled.

Table 4 Recycling, Composting, Reuse Capture Rate by Material for Spelthorne Borough Council Jan-June 2011

	Amount recycled, composted, reused / hh(kg)		Capture rate for material		Amount in residual / hh(kg)	
	Spelthorne	Range for Surrey LA's	Spelthorne	Range for Surrey LA's	Spelthorne	Range for Surrey LA's
Paper & Card	80.34	102.37 - 62.60	83%	88% - 59%	16.96	10.82 - 43.95
Plastics	5.94	16.13 - 2.21	18%	49% - 5%	27.68	14.73 - 42.58
Metals	5.94	8.00 - 2.14	43%	62% - 16%	7.91	4.82 - 10.94
Glass	27.33	43.24 - 24.03	79%	90% - 64%	7.29	3.81 - 15.80
Combustibles	0.00	0.36	0%	2%	14.17	8.16 - 35.60
Textiles	0.50	2.33 - 0.04	7%	26% - 1%	6.58	4.83 - 13.51
Garden Waste	27.44	64.20 - 17.20	59%	90% - 42%	18.79	6.91 - 26.40
Food Waste	0.00	49.83 - 27.52	0%	71% - 31%	76.41	20.40 - 75.07
Collectable HHW	0.00		0%		0.26	
OTHER WEEE	0.00		0%		0.80	
OTHER HHW	0.00		0%		0.82	
OTHER WASTE	0.00		0%		56.10	23.55 - 68.95
<b>TOTAL</b>	<b>147.50</b>	<b>259 - 132</b>			<b>233.77</b>	<b>146.84 - 276.17</b>

3.4 At present Spelthorne Borough Council employs alternate weekly collection of household, recycling and garden waste. Residents prior to collection do not sort recycling and all materials, such as card, glass and plastic bottles are disposed of in the same bin.

Fig 4 Current waste collections by Spelthorne Borough Council

Week One – Rubbish



Week Two – Recycling



Fortnightly Garden Waste

### Weekly Food Waste



With the introduction of a food waste service to the alternate weekly collection system for rubbish and co-mingled recycling in October 2011, the municipal waste collection service in Spelthorne is:

- fortnightly commingled recycling service collected from a 240 litre wheelie bin
- fortnightly residual waste collected from a 240 litre wheelie bin
- fortnightly chargeable garden waste from 240 litre wheelie bin
- weekly food/kitchen waste collected from caddy

All collections are carried out by the in-house Direct Services Organisation (DSO).

These materials now able to be collected are:

paper	cardboard	glass
cans	plastic bottles	
other plastics (yoghurt pots food trays)	food/kitchen waste	

3.5.7 The recycling service provides Spelthorne BC with an opportunity to promote the recycling service but also the ability to encompass key messages highlighted in Surrey Waste Partnership's 'a Plan for Waste Management' and the Council's Action Plan 2011- 2014. A list of key actions which Spelthorne BC has committed to achieving during 2012 – 2014 are set-out below:

### 3.6 Plastics Recycling

Mixed plastics were added to the revised recycling service as a new material in 2011. 'A Plan for Waste Management' has highlighted that out of the total Spelthorne BC recycling stream, only 18% is plastics. The top percentile is 49%. Although this includes those taking film this is the lighter weight fraction of plastics. Therefore there is scope for a substantial, potential capture rate improvement for this recycle. One potential reason for the current low capture rate for plastics could be confusion among residents about which plastics can and cannot be recycled. In the action plan there is

a focus on communications and re-enforcement of messages about the commingled recycling service.

### 3.7 Waste Food Recycling

Spelthorne will continue to promote food waste collections but also seek to understand better why some areas do not participate. Research has shown that residents consider plate scrapings as food waste but may not consider rotting, unused food as such. Literature produced will promote a range of different foods which can be recycled each week. Spelthorne will also look to pilot food waste collections from schools with a view to rolling out the service to all schools that request it. Contact will also be made with Surrey Heath BC, which is currently at the top of the league table for recycling food waste, to discuss their publicity work, and see if some ideas can be shared.

3.8 From October to December 2011 the rubbish and recycling tonnage/percentages were as follows:-

Residual rubbish	Fortnightly co-mingled
4,803 tonnes (59.9%)	3,307 tonnes (40.10%)

For this period the breakdown of the recycling is:

Activity/Month	Oct 2011	Nov 2011	Dec 2011
Recycle and Reuse	29.7%	29.4%	29.3%
Composting – garden/food	11.2%	16.1%	11%
Total	40.9%	45.5%	40.3%

## Section 4 Spelthorne Borough Council Targets

4.1 In this section please detail the waste targets Spelthorne Borough Council have committed to achieving in the short, medium and long term.

Spelthorne BC is committed to supporting the achievement of an aspirational target of 70% recycling in Surrey. This is set-out in 'a Plan for Waste Management' (the Joint Municipal Waste Management Strategy, Revised in 2010), which has been agreed and adopted by the Council.

However, due to the demographics of the Borough it is suggested more realistic targets are given below.

	Targets Recycling percentage
Short term 2011-12	42%
Medium Term 2013-2014	50%
Long Term 2014-15	58%



## **Section 5 Action Plan**

5.1 This section details what projects and initiatives Spelthorne Borough Council intend to deliver to ensure targets are met in line with the Plan for Waste Management.

**DRAFT****Action Plan: 2011 – 2014**

Action number	Action	Completed delivery time	Outcome/benefit	Narrative	In partnership with
	Service Delivery				
1	Introduced kerbside food waste collections	June to January 2013	<p>Increase in recycling rate by 5 percentage points</p> <p>Aim to increase participation to 65% in targeted areas through door canvassing, hook ons and road shows.</p>	<p>Introduced in October 2011. Already improved recycling rate by 5%. Next stage is to identify participating and non-participating areas. Then to identify reasons for non-participation and address any concerns. To deliver a targeted communications campaign in areas where participation in food waste is low and general campaign aimed at families and retired people. Appropriate campaigns can be developed. This will follow on from SCC/Spelthorne joint campaign spring 2012</p>	Surrey County Council (Waste Disposal Authority)
2	Promote food waste in public communications	2012 - 2014	To increase SBC's food waste recycling		Surrey Heath

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	and roll out service to schools		rate. Currently SBC is at the lower end among other Surrey districts with a recycling rate of 40% Increase recycling rate by 2%		
3	Introduce AWC and food waste collection to flats and difficult properties*	By 2013	Increase in recycling by 5%	HSE assessment March 2012 of rollout to flats. This has led to 1000 flats being excluded from being able to cope with alternate weekly collection at this stage Physical rollout to flats with appropriate communal space (Jul-Dec 2012) This leaves 2000 properties to move to alternate weekly and food waste collections.	Collections from flats between street scene and sustainability and leisure services to ensure change over and communications to residents linked. Ensure all residents are provided with relevant and targeted information as the system changes. To work in partnership with Social Housing Landlords and Management Companies to establish how the recycling and rubbish collections can be tailored to meet their needs.
4	Waste minimisation	2012 -2014	Minimise residual rubbish – reduce tonnage by 10%	Improved communications on reduction of waste and what can and cannot be recycled and where materials can be taken to. Build on previous development of promotional materials to encourage	SCC/Surrey Waste Partnership

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				residents recycling and waste minimisation efforts, whilst ensuring consistency in message and branding. Engage with community groups, businesses, and schools to enlist residents to encourage others to educate and distribute information on waste minimisation and recycling.	
5	Increased participation & reduce contamination	2013	Maximise participation in the rubbish and recycling collections services to increase recycling rates by 2%	Identify areas of low participation and target with information and if appropriate visits. Similarly for contamination to increase residents understanding of recycling the correct materials and continue to provide information to residents about the services we offer and purpose of schemes Engage with collection crews to improve manual workforce understanding of the importance of collecting the correct materials in each bin	
6	Pilot collection banks at 5 recycling sites across the Borough for	Feb 2012 to Feb 2013	An estimated 100-500 tonnes of electrical items diverted from	Small electrical items were found contaminating recycling waste at an audit	WEEE banks have through a joint Surrey Waste Partnership project been

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	unwanted small electrical items (WEE)		landfill. Marginal increase in recycling but best practice in waste disposal	for the co-mingled recycling	installed at five sites within the Borough These will be monitored to determine effectiveness
7	Increase in banks for other niche materials at bring sites, for example, textiles, toys, light bulbs, plastic bags, etc.	By November 2012	<ul style="list-style-type: none"> <li>• Increase in recycling rate by around 1%.</li> <li>• Positive publicity for the Council about offering recycling for a more innovative range of materials.</li> </ul>	<ul style="list-style-type: none"> <li>• Investigation into range of materials and costs to be carried out late 2012/ early 2013.</li> </ul>	Potential partnership project
8	Textiles	2012	To divert textiles from the current door collection service to the public Bring Sites across the Borough.	Textiles are also significant contaminants of recycling. Therefore, need to promote recycling banks for textiles, shoes books, CDs	
9	Encourage residents to use the Surrey reuse Network for the reuse of recycling of furniture, large white goods etc	July 2012 to January 2013	With recent disappearance of material at kerbside need to evaluate if more beneficial cost effective option is to allow a furniture reuse company to collect from properties	Look at reuse alternatives for furniture. Needs to be developed to look at maximising reuse whilst minimising effects on SBC	Surrey Reuse Network SWP
10	Investigate potential for	Late 2012 and	<ul style="list-style-type: none"> <li>• Improved</li> </ul>	<ul style="list-style-type: none"> <li>• Guildford Borough</li> </ul>	Seek information and

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	treatment and recycling of street cleaning arisings.	2013	recycling rate of around 5% if all street arisings were treated for recycling.	Council are currently exploring the technologies for this type of recycling. <ul style="list-style-type: none"> <li>• Runnymede also treat arisings differently</li> </ul>	opportunities for Spelthorne with other Boroughs
11	Introduce street recycling bins in Lammas Park.	By Summer 2012	<ul style="list-style-type: none"> <li>• Improved 'recycling on the go' opportunities.</li> <li>• Reinforcing publicity about recycling will have a positive impact on kerbside recycling.</li> </ul>	<ul style="list-style-type: none"> <li>• From trial at end of summer 2012 assess success with a view to installing elsewhere</li> </ul>	
12	Garden Waste –to maintain numbers and ensure service is used to its maximum level	2012 -2013	Increased recycling rates by 2%	As reached maximum capacity on current system need to review quarterly to check effectiveness and add in properties if possible	
13	To encourage home composting	2013-2016	To reduce contamination of residual waste	Provide support for residents who wish to compost at home and promote subsidised composting units such as Green Johannas	SCC
14	Investigate the kerbside collection of incontinence	By April 2014, should the SWP look into	Increase in recycling rate by 5% based on combustibles	Woking Council will lead on investigating the feasibility of a weekly collection	All partner authorities in the Surrey Waste Partnership

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	pads/disposable nappy recycling and other Absorbent Hygiene Waste	it jointly	representing 25% of total residual waste Diversion from landfill Increase in residents' satisfaction through providing a frequent collection service	service through the SWP. The lack of a local treatment plant and high gate fee present major obstacles which may be difficult to overcome,	
15	To explore potential benefits and savings thorough closer working together	2016	To increase efficiency, reduce costs and increase recycling rates	Within Surrey there is much common ground for closer working delivered through the Surrey Waste Partnership. This may relate to joint initiatives around for example Absorbent Hygiene waste to purchasing and selling of materials.	At present this includes Guildford, Reigate and Banstead, Runnymede and Epsom and Ewell.

NB \* If DCLG bid successful there will also be collections from properties that need to remain on weekly collections and this action will be updated accordingly.

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## Overview & Scrutiny committee – Tuesday 4 December 2012

### Briefing Paper from the Head of Streetscene

#### Progress & future plans for the maintenance of parks, cemeteries and grass cutting

##### 1. Background

- 1.1 Our current contractors Lotus Landscapes Ltd were awarded a 5+5 year contract in 2009 for the maintenance of our parks and open spaces. The award of this new contract gave us savings of £200,000 per year for the 5+5 year term. In addition to this saving they were also required to reduce the contract cost by finding 3% Gershon savings year on year for the first 3 years.
- Year 1 Uncut grass areas saved £40k per year
  - Year 2 Management of the Walled garden saved £35k per year
  - Year 3 Lotus management restructure saved £35k per year
- 1.2 The year 1 & 2 savings were more difficult to manage as residents were concerned about the impact that the savings would have on the parks, open spaces & gardens. However following consultation and some amendments to the savings proposals the majority of concerns were alleviated.
- 1.3 In 2010 the Council took up the 5 year option to extend early and realised an additional £60k of savings on the life of the now 10 year contract

##### 2. Current

- 2.1 Lotus Landscapes are now in their 4<sup>th</sup> year of the contract with us and have become highly respected and well thought after by officers, members, our residents & visitors to the borough.
- 2.2 In addition to the respect they have earned since the contract began in 2009 Lotus have provided much added value. This varies from the support they give to Spelthorne in Bloom, provision of floral displays at important Council events, sponsorship of borough signs, supporting charity events and generally providing a very flexible and reliable service to the Council and its residents.
- 2.3 They continue to manage all aspects of our parks, cemeteries & open spaces in a professional manner with very few if any complaints being recorded against their work.
- 2.4 The changed locking times of vehicle gates has had very little impact on users and any issues that have arisen are related to park users not making themselves aware of the gate closing times which are clearly displayed in all parks.
- 2.5 Litter & dog bins are all emptied as scheduled and we have no recorded complaints about full or overflowing bins.
- 2.6 Play areas are inspected weekly and any defaults or damage found is rectified as soon as possible negating the need to close the play area. Records of inspections are created weekly by Lotus and reported to the Head of Service and Neighbourhood Officers.

- 2.7 The portfolio holder Cllr Denise Grant continues to attend monthly meetings with the Head of Streetscene and Lotus Landscapes to discuss any issues or plans for the future management of the parks. Random site visits are also undertaken by the portfolio holder and the Head of Streetscene, the majority of these visits result in very few if any problems.
  - 2.8 In 2011 the walled garden in Sunbury was awarded a Green Flag, this was followed in 2012 by another Green flag for the walled garden along with a gold award from South & South East in Bloom, plus a silver gilt and best small cemetery in the South East of England for Staines Cemetery.
  - 2.9 The Streetscene neighbourhood officers continue their regular patrols and monitoring of areas covered by the grounds maintenance contract. Reports of anti-social and responsive maintenance issues are relatively low and dealt with as soon as possible by Runnymede, Lotus or Streetscene.
- 3. Future**
- 3.1 Lotus Landscapes have now been awarded additional contracts with A2 Dominion and we hope that we can work more collaboratively on all of their contracts to provide a better overall service for the customer
  - 3.2 We will continue to meet regularly with the portfolio holder and the contractors to seek improvements and efficiencies to working practices as well as ensuring that the standards laid down in the contract are met.
  - 3.3 Lotus Landscapes will be giving a presentation at a member's seminar early in 2013 at which they will be available to answer questions

**Jackie Taylor - Head of Streetscene 01784446418**

## Overview & Scrutiny Committee - Tuesday 4 December 2012

### Information Item

### Briefing Paper from the Head of Streetscene

#### DCLG bid for difficult properties

#### 1. Background

- 1.1 In February 2012, the DCLG set up a £250 million fund to help local councils to provide a weekly waste collection service. Local councils were invited to bid for money from the fund by August 2012. The fund was open to bids from local councils in England that wish to introduce, retain or reinstate a weekly collection service.
- 1.2 To be considered for funding, councils had to pledge to:
- provide a weekly collection service to residents for at least 5 years
  - ensure that their service represents good value for money
  - achieve environmental benefits
- 1.3 In August 2012 the Head of Streetscene and the Streetscene Neighbourhood Manager submitted a bid to the DCLG requesting grant funding of £493,000 from the weekly collection support scheme.
- 1.4 Spelthorne has approximately 2000 properties that do not participate in the main AWC service primarily because of bin or refuse storage issues. The majority of these properties were built long before recycling services were offered. All waste from these properties is collected either from sacks or bins that contain mixed rubbish, recyclables & food waste which is either sent to landfill or the energy from waste plant.
- 1.5 The DCLG were supportive of our application and a transactor was appointed to Spelthorne to help improve our chances of success. Following the completion of a very detailed proposal and a number of visits to the DCLG who guided us through the process we provided clear evidence to show that we would undertake to provide a weekly collection to 2000 properties who were able to participate in the Councils kerbside recycling scheme.

#### 2. Current

- 2.1 We have now been informed that our bid has been successful and we have been awarded the full grant of £493,000 over a period of 2 ½ years. The funds will be paid as follows:-

2012/13	2013/14	2014/15	Total
£269,500	£102,000	£121,500	£493,000

- 2.2 This project has now become a flagship project which will be managed in accordance with the Councils new project management process.
- 2.3 This project has now become a flagship project which will be managed in accordance with the Councils new project management process.
- 2.4 A new project officer is being recruited to get the project underway as soon as possible. We will also commence the procurement of the vehicles for the project within the next few weeks.
- 3. Future**
- 3.1 The project will enhance the current weekly rubbish collection service provided to the 2000 difficult access properties, by providing the collection of co-mingled recyclables and separate food waste on the same weekly basis
- 3.2 All financial aspects of the project both in terms of capital and revenue have been included in the bid and there will therefore be no additional cost to the Council over the 5 year period by enhancing this service.

**Jackie Taylor - Head of Streetscene 01784446418**

## Spelthorne Borough Council - Forward Plan - 26/11/2012

	A	B	C	D	E	F	G	H	I	J
	Report title or issue	Officer	C/Member	Key	MAT	Briefing	Cabinet	O&S	Audit	Council
1										
2	Customer Services revenue write-offs	LN	TE		20-Nov	03-Dec	18-Dec			
3	Knowle Green Hub	DP	DG	Key	20-Nov	03-Dec	18-Dec			
4	Energy Advice and Green Deal service (2013-18)	FN	RW		20-Nov	03-Dec	18-Dec			
5	Laleham Park report	CM	DG		20-Nov	03-Dec				
6	Brooklands College bid	LB			20-Nov	03-Dec				
7	Supporting families - update	LB			20-Nov	03-Dec				
8	Tenancy Strategy	JH	GF	Key	20-Nov	03-Dec	18-Dec			
9	Audit Services Interim Report	DH	TE		20-Nov				06-Dec	
10	Corporate Risk Management	DH	TE		20-Nov				06-Dec	
11	Confidential Reporting Code (Whistleblowing Policy)	DH	TE		20-Nov				06-Dec	
12	Salary Monitoring and Salary and Car Expenditure Reports (Confidential)	AF	TE		27-Nov					
13	Update on Staines-upon-Thames (Bridge St and Car Parking study)	MG	NG		27-Nov	03-Dec				
14	Review of recruitment and retention allowances	JH	TE		03-Dec					
15	Income monitoring	AF	TE		03-Dec					
16	Summary of Capital Bids 2013-14	AF	TE		03-Dec					
17	Fees and Charges	AF	TE		03-Dec					
18	Salary Monitoring and Salary and Car Expenditure Reports (Confidential)	AF	TE		18-Dec					
19	Council Tax Benefits Reforms - preferred option for implementation	HM	GF	Key	03-Jan	9 Jan Ex	21-Jan Ex	08-Jan		24-Jan
20	Income monitoring	AF	TE		03-Jan					
21	Dashboard report	LN			11-Dec	14-Jan				
22	Corporate Risk Management - recommendation from Audit Cttee	GH	TE			14-Jan	29-Jan			
23	Calendar of Meetings 2013-14	LP	FA		18-Dec	14-Jan	29-Jan			21-Feb
24	Christmas lights in Staines town centre	MR	RW		03-Jan	14-Jan	29-Jan			
25	Playing pitch strategy	LS	DG	Key	03-Jan	14-Jan	29-Jan			
26	New leisure and culture Strategy	LS	DG	Key	03-Jan	14-Jan	29-Jan			
27	Youth Strategy	LS	PFF	Key	03-Jan	14-Jan	29-Jan			
28	Revenue Budget (1st. draft)	TC	TE	Key	08-Jan	14-Jan	29-Jan			21-Feb
29	Capital Programme (1st. Draft)	TC	TE	Key	08-Jan	14-Jan	29-Jan			21-Feb

## Spelthorne Borough Council - Forward Plan - 26/11/2012

	A	B	C	D	E	F	G	H	I	J
	Report title or issue	Officer	C/Member	Key	MAT	Briefing	Cabinet	O&S	Audit	Council
1										
30	Fees and Charges	TC	TE	Key	08-Jan	14-Jan	29-Jan			
31	Treasury Management Strategy	TC	TE	Key	08-Jan	14-Jan	29-Jan			21-Feb
32	Discretionary Rate Relief	LN			08-Jan	14-Jan	29-Jan			
33	Update on Active Lifestyle Strategy	LB	DG		03-Jan	14-Jan	29-Jan			
34	Commuted sums investment strategy	HM	GF		08-Jan	14-Jan	29-Jan			
35	Salary Monitoring and Salary and Car Expenditure Reports (Confidential)	AF	TE		15-Jan					
36	Pay Policy Statement	JH	TE		15-Jan	28-Jan	12-Feb			21-Feb
37	Safeguarding Children policy	LS	PFF	Key	15-Jan	28-Jan	12-Feb			
38	Safeguarding Adult policy	NR	JP	Key	15-Jan	28-Jan	12-Feb			
39	Corporate Enforcement policy	JB	JP		15-Jan	28-Jan	12-Feb			
40	Contaminated land	TWF	RW		15-Jan	28-Jan	12-Feb			21-Feb
41	Housing Allocations Policy	DA/KS	GF	Key	22-Jan	28-Jan	12-Feb			
42	Revenue Budget (2nd. draft)	TC	TE	Key	22-Jan	28-Jan	12-Feb			21-Feb
43	Salary Monitoring and Salary and Car Expenditure Reports (Confidential)	AF	TE		05-Feb					
44	Income monitoring	AF	TE		05-Feb					
45	Annual Audit Services Plan	DH	TE		05-Mar				21-Mar	
46	Corporate Risk Management	PT	TE		05-Mar				21-Mar	
47	Salary Monitoring and Salary and Car Expenditure Reports (Confidential)	AF	TE		05-Mar					
48	Income monitoring	AF	TE		05-Mar					
49	Appraisal timetable	JH	TE		26-Mar					
50	Customer Services revenue write-offs	LN	TE		02-Apr	15-Apr	30-Apr			
51	Community Infrastructure Levy	HM	GF		02-Apr	15-Apr	30-Apr			
52	Laleham Park report	CM	DG		02-Apr	15-Apr	30-Apr			
53	Housing Strategy review	HM	GF		02-Apr	15-Apr	30-Apr			
54	Annual turnover, recruitment and establishment changes	JH	TE		30-Apr					